

Job Description

Job Title:	Service/Surplus Associate
Department:	Central Stores
Reports To:	Manager, Central Stores
Jobs Reporting:	None
Salary Grade:	USG 3
Effective Date:	August 2019

Primary Purpose

The Service/Surplus Associate processes electronic waste, paper recycling (including confidential shredding) for the university community. The incumbent works under the functional direction of the Surplus Coordinator to help divert university waste from the landfill.

Key Accountabilities

<p>E-waste, Surplus and Scrap Metal</p> <ul style="list-style-type: none"> • Sorts e-waste into appropriate containers for processing • Removes and sorts any metal components from e-waste and unwanted products for diversion to a metal recycling facility • Assists with the sorting, weighing and re-distribution of surplus product back onto the campus. • Assists the Surplus Coordinator with 2-3 surplus sales per year which includes testing electronics, setup and sales.
<p>Records Retention</p> <ul style="list-style-type: none"> • Assists the Service/Surplus Coordinator in maintaining the University's confidential records, by getting relevant records ready to send • Operates various material handling equipment to move records within the facility.
<p>Product Distribution and Inventory Control</p> <ul style="list-style-type: none"> • Assists the Surplus Coordinator in the processing of requisitions and distribution of product onto campus. • Assists the Surplus/Service Coordinator with inventory control.
<p>Departmental Assistance</p> <ul style="list-style-type: none"> • Processes confidential shredding which includes scanning and tracking all confidential shredding boxes and removing the contents and securely shredding them. Assist with bulk mailing when required
<p>Customer Service</p> <ul style="list-style-type: none"> • Commits to professional and exceptional customer service • Ensures all customer inquiries are handled in a professional and timely manner and when customers are redirected to another staff, ensure customer is not left without service
<p>Other Duties</p> <ul style="list-style-type: none"> • Provides coverage or additional support in other areas as required, in accordance with the Department's business needs. • Performs other duties and assists with special projects, as assigned.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and*

Job Description



safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

Education <ul style="list-style-type: none">• High school Diploma or equivalent experience• Valid G license and a clean driver's abstract• Lift truck certification is preferred
Experience <ul style="list-style-type: none">• 1-3 years in a material handling facility
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Proficiency in MS Word, Excel, and other software such as SClogic• Excellent written and verbal communication skills• Strong interpersonal and relationship building skills• Excellent organizational skills with the ability to prioritize• Demonstrated ability to occasionally lift up to 50 pounds• Demonstrated ability to sit and stand for long periods of time

Nature and Scope

- **Contacts:** Maintain professional relationship with Surplus Coordinator and work cohesively within a team environment to provide service to staff, faculty and students.
- **Level of Responsibility:** Works under the direction of the Service/Surplus Coordinator. The incumbent is responsible for high levels of accuracy, working within customer and business unit timelines.
- **Decision-Making Authority:** This position works within prescribed processes. In complex or unusual situations, issues may need to be escalated to the Surplus Coordinator.
- **Physical and Sensory Demands:** Will be required to lift up to 50 pounds. Must be able to sit and stand for long periods of time. Dexterity required for the use of hand tools such as a wirestripper.
- **Working Environment:** Warehouse based with some time spent outside disposing of garbage and cardboard.