



## **e-Waste Manager Job Description**

### **Position Overview**

We are looking for a motivated e-Waste Manager to establish a role, which is crucial for our growth strategy, focusing on engaging with customers, building rapport and establishing robust business relationships. The successful candidate will play a key role in our mission to provide exceptional product and (e-)service solutions to businesses and domestic customers, helping them to efficiently meet their operational e-waste reprocessing needs. The e-Waste Manager is expected to plan and oversee the collection schedule of the works van to customers' pickup locations and the loading and unloading of collection vehicles, ensure staff manage basic tasks on a computer or hand-held device, inspect materials for any contamination, direct the operation and control of equipment and machinery at the process facility to help move, sort e-waste and separate any non-recyclable items ensuring that any tech for refurbishment is safely segregated, organise and manage the shredding end-of-life e-waste, ensuring that recycling waste bins are emptied and refreshed as required. Many companies require their e-Waste Manager candidates to have a bachelor's degree, and earning one is often a good first step in pursuing this career. Candidates with a degree are encouraged to apply, however, iTech-Co does not have a strict major requirement for this. The job is mainly worked from the process facility but may sometimes involve assisting collections throughout the South Wales area (may be extended to other areas in due course). You may need to wear protective clothing, and your working environment may be dirty, physically demanding and outdoors in all weathers. Recycling operatives often engage in physically demanding work, so the job would be suitable for someone who is physically fit and has stamina, someone who is reliable, can communicate clearly, and has strong people skills.

### **About Our Organisation**

We are a small product and (e-)service supplies company, where we, iT-Co and iTech-Co, is the ultimate destination for professional e-Shop design and web hosting services, e-waste recycling services and the finest refurbished tech. We trade online throughout the UK via our website(s):

<https://it-co.org> and <https://apps.it-co.org> and <https://itech-co.org>.

We specialise in creating seamless and efficient online shops tailored to customers' needs by providing innovative solutions, user-friendly interfaces, and expert reliable support. iT-Co does all the work to elevate the customers online presence. We also specialise in creating seamless and efficient e-waste



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solutions tailored to both B2B and B2C needs by providing the recycling of unwanted end-of-life electronic waste and shredding it for its raw materials to sell as scrap. Though, first the best electronic equipment is separated for refurbishment, then we re-sell it as the finest used tech. We offer sustainable e-waste recycling services on a one-time or recurring basis. We can offer tailor-made programs to fit customers' needs, large and small. The process is simple: customers schedule an e-waste pickup then an operator comes by to pick up the equipment, and we haul it away to a recycling facility where we sort, repair & reuse the equipment (if possible) or permanently dispose of the equipment by recycling it.

As a 'people first' business, we take the time to listen, understand what customers want from our products and (e-)services, and provide the support they need. Our focus is on meeting Customer needs and operating in a way that enables Staff to take pride in the business, making Customers happy to interact and buy from us. We strive to maintain constructive relationships with our customers and empower our Staff to personalise each e-Shop Design, each e-waste collection service and each tech refurbish, to work in harmony with Customers requirements and maximize quality workmanship by encouraging individual ownership and focusing on Customer Care. A continual improvement policy in the quality of work and services is practiced by management and is designed to meet the needs and expectations of our Staff. The commitment of the Company is total to establishing and maintaining a working environment, which is fair, professional, and deemed to meet or exceed the requirements of its Staff. It is a Policy of the Company that all employees shall have a full commitment to their employment with the Company and that they shall only produce work of the highest standard of quality. Hence, the Company acknowledges that training and commitment are essential requirements for the continued success of the Company.

## **e-Waste Manager Job Responsibilities**

Below is a comprehensive list of the 'key' job responsibilities so candidates have a clear picture of the day-to-day work and can determine if they have the right skills and wish to apply.

- ✚ Develop schedules, plans and policies, to deliver safe and sound staff procedures and customer service standards.
- ✚ Accomplish staff objectives by training and coaching employees.



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- ✚ Train and manage staff and help them achieve departmental goals.
- ✚ Communicate job expectations to staff by planning, monitoring, and reviewing job contributions.
- ✚ Achieve objectives by managing strategies for the collection of e-waste from both business and domestic customers.
- ✚ Oversee the transportation of e-waste to/from the process facility.
- ✚ Organise the packaging and labelling of e-waste and ensure a log is maintained by staff.
- ✚ Implement e-waste recycling programs and liaise with staff, partners, recyclers and customers.
- ✚ Ensure staff maintain a clean work area and keep it organised.
- ✚ Check the condition of equipment & machinery regularly.
- ✚ Ensure staff use chemicals safely.
- ✚ Ensure appropriate safety signage is in use.
- ✚ Respond to faults or hazards reported.
- ✚ Identify marketing opportunities by understanding consumer requirements, analysing market trends to identify new opportunities and competitive threats.
- ✚ Improve product marketability and profitability by identifying and capitalizing on market opportunities.
- ✚ Promote the importance of e-waste management and educate the community about the negative effects of improper e-waste handling.
- ✚ Sustain rapport with key accounts by engaging with potential clients where necessary through a proactive outreach.



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- ✚ Understand and assess the needs of each business, recommending products and (e-)services from our offering(s) that best meets their requirements.
- ✚ Collaborate closely with management to ensure a seamless client experience from initial contact through to ongoing service/product delivery.
- ✚ Ensure staff compliance with environmental regulations and obligations.
- ✚ Communicate with marketing teams and other business units to build relationships.
- ✚ Collect, analyse, and summarise data and trends.

### **Key Requirements**

- ✚ The desired candidate will have some previous management, manual handling and customer service experience and be able to work remotely on his/her own initiative, be target-driven and able to manage staff.
- ✚ Excellent communication and interpersonal skills being able to listen, with the ability to build strong relationships.
- ✚ Outstanding negotiation and persuasion skills, with a keen eye for identifying and maximizing sales opportunities.
- ✚ Organisational skills and the ability to manage multiple tasks efficiently.
- ✚ A driven, results-oriented approach, with a commitment to achieving goals.
- ✚ Carry out basic tasks on a computer or hand-held device.
- ✚ Confident and capable of making outbound calls with follow up (e-)mails.
- ✚ Good knowledge of English spoken and written.



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### Skills Favoured

The qualifications for this role are often based on practicality and skills, physical fitness, and an understanding of recycling processes. Some skills that may be useful include willingness to lead a team, teamwork, flexibility and openness to change, patience and the ability to remain calm in stressful situations, and thoroughness and attention to detail. Certain subjects and skills can be beneficial, such as:

- ✚ English Language: Effective communication skills, including reading and understanding instructions and safety guidelines, are important in this role.
- ✚ Mathematics: Basic math skills can be useful for tasks like measuring and recording weights, quantities, and keeping track of materials.
- ✚ Science: An understanding of environmental science and the principles of recycling and waste management can be beneficial.
- ✚ Physical skills like movement, coordination and dexterity.
- ✚ Leadership skills.
- ✚ Knowledge of public safety and security.
- ✚ Knowledge of recycling processes.
- ✚ To be able to carry out basic tasks on a computer or hand-held device.
- ✚ The ability to operate and control machinery and equipment.
- ✚ Product and (e-)service knowledge.
- ✚ Communication skills.
- ✚ Organisation and time-management skills.
- ✚ Problem-solving skills.



## **e-Waste Manager Job Description**

### **What's on Offer - Benefits**

- ✚ A full-time role consisting of 40 hours per week:
  - 9am - 5pm Mon - Fri.
  - Flexi-hours some weeks are acceptable.
  
- ✚ Paid per hour - Rate to be discussed at interview.
  
- ✚ 28 days Holiday per year.
  
- ✚ Annual performance-based incentive bonus below:
  - 10% of Gross Salary (paid every July - less Tax & NI).
  
- ✚ Company Pension (after 4 months qualifying period).
  
- ✚ Opportunities for professional development and career advancement as the company grows.
  
- ✚ Company events.

### **A Basic DBS Check is Required for this Role**

The applicant may apply directly to DBS (if they work in England or Wales) or Disclosure Scotland (if they work in Scotland). Alternatively, iTech-Co will carry out the check through a Responsible Organisation on behalf of the applicant, provided he/she gives us consent to do so.

### **How to Apply**

If you are passionate about driving success through innovative strategies and possess the required skills, we encourage you to apply for this exciting opportunity.