



***Tri-Com Recycling Inc.
Recycling Center Operations Supervisor
JOB DESCRIPTION***

Position Summary

The Operations Supervisor is responsible for supporting the safe, efficient, and effective day-to-day operations of Tri-Com Recycling Inc. The position reports to the Recycling Centre Manager and provides front-line supervision, coordination, and guidance to staff to ensure daily operational activities are completed in a safe, organized, and productive manner.

The Operations Supervisor plays a key role in implementing operational plans, maintaining a safe work environment, and ensuring materials are received, processed, and prepared for shipment in accordance with established procedures. This position acts as the primary on-site resource for staff, providing direction, training, and support while reinforcing company policies, safety standards, and performance expectations.

The Operations Supervisor is responsible for monitoring workflow, addressing immediate operational issues, and communicating regularly with the Manager on staffing, equipment, safety, and performance matters. The role contributes to maintaining compliance with safety and environmental requirements and supports the overall reliability and sustainability of recycling services for the Tri-Community, including the Town of The Pas, Opaskwayak Cree Nation, and the Rural Municipality of Kelsey.

Objects of the Organization

1. Provide a high-quality, reliable recycling program for the Tri-Community with exceptional customer service, efficient operations, and cost-effective delivery
2. Reduce environmental impact through responsible diversion, innovation, and continuous improvement.
3. Exercise responsible governance of community funds with transparency, accountability, and best value.
4. Collaborate with local, regional, and provincial partners to promote education, build capacity, and align with broader sustainability goals.

Core Responsibilities

- Plan, prioritize, and adjust daily workload and staffing to ensure efficient operations and minimize unplanned overtime.
- Provide day-to-day supervision, direction, and coordination of staff activities on the floor.
- Train, coach, and support staff to improve performance, safety, and productivity.
- Monitor staff attendance, punctuality, and work performance, and report concerns to the Recycling Center Manager.
- Coordinate receipt, sorting, processing, storage, and shipment of recyclable materials in accordance with established processes and systems.
- Ensure all materials are handled, processed, and stored in compliance with environmental and regulatory requirements.

- Maintain workflow efficiency across all operational areas including receiving, processing, baling, storage, and shipping.

Operations and Equipment

- Ensure the efficient and safe operation of all equipment including balers, forklifts, trucks, and other material handling equipment.
- Coordinate routine maintenance and inspection of equipment and report deficiencies promptly.
- Assist with troubleshooting operational issues and implement corrective actions where appropriate.
- Monitor inventory levels (bags, bins, supplies, PPE) and communicate needs to the Recycling Center Manager.
- Support logistics coordination for outgoing shipments and incoming materials.

Health, Safety, and Compliance

- Promote and enforce a strong safety culture and ensure compliance with all safety policies and procedures.
- Conduct regular safety checks of the work area and correct hazards immediately.
- Ensure all staff are properly trained and certified where required (e.g., forklift, baler operation).
- Lead by example in safe work practices and proper use of personal protective equipment.
- Report all incidents, injuries, near misses, and unsafe conditions to the Manager/Administrator immediately.
- Participate in safety meetings, inspections, and continuous improvement initiatives.

Leadership and Communication

- Ensure all Tri Com Recycling Inc. policies and procedures are clearly communicated, understood, and followed.
- Foster a respectful, inclusive, and professional work environment.
- Communicate effectively with staff, management, customers, and external partners.
- Provide clear daily instructions and expectations to staff.
- Address minor workplace issues directly and escalate when required.
- Support team morale and recognize positive performance.

Customer and Stakeholder Relations

- Provide a professional and respectful environment when interacting with external customers, contractors, drivers, dispatchers, and the public.
- Address customer inquiries and concerns in a timely and courteous manner.
- Represent Tri-Com Recycling in a positive and professional manner at all times.

Administration and Reporting

- Complete all required records, logs, and reports accurately and in a timely manner.
- Maintain production, shipping, and operational records.
- Provide regular updates to the Manager/Administrator on operations, staffing, equipment, and issues.
- Assist in tracking key operational metrics such as safety incidents, volumes processed, downtime, and productivity.

General Duties

- Perform all duties of Recycling Centre operations as outlined in the Materials Processor position.

- Participate in training and development opportunities.
- Assist in continuous improvement of processes and procedures.
- Carry out any other related duties as assigned.

Advancement in Pay Level

- Increments in pay level for the Lead Hand will be based on job performance, demonstrated leadership, and training level, not on seniority alone.
- Pay level adjustments will be subject to annual review and recommendation by the Recycling Center Manager, with approval of Tri Com Board of Directors.

Skills and Qualifications

- High School Diploma or equivalent is an asset
- Valid Manitoba Class 5 Driver's Licence is an asset
- Mechanical aptitude with the ability to perform basic maintenance tasks on equipment, tools, and facilities
- Experience in labour, recycling, public works, or customer service environments is an asset
- Demonstrated ability or experience leading, supporting, or coordinating a team in a work environment
- Ability to organize work, prioritize tasks, and adapt to changing operational needs
- Strong communication and interpersonal skills
- Ability to take direction while also working independently when required
- Ability to work effectively both independently and as part of a team
- Physically able to perform manual labour, including lifting, carrying, standing for extended periods, and working outdoors in varying weather conditions

STATEMENT OF SAFETY PROCEDURES

Personal Protective Equipment

- Steel-toed boots, gloves, and safety glasses must be worn at all times.
- High-visibility vests are required when collecting materials in the community or working around moving vehicles.
- Hearing protection is mandatory when noise levels exceed 85 dB. ***Workplace Safety and Health Act (M.R. 217/2006, Part 12)***

Safe Work Practices

- Ensure pathways to exits are clear at all times and all tripping hazards removed.
- Be familiar with emergency evacuation procedures and assembly points
- Train and verify staff competency in baler and forklift operation; maintain signed training records with Recycling Manager.
- Ensure safe operation of trucks and equipment; ensure all equipment pre trip reports and inspections are completed, report mechanical issues immediately and ensure follow-up.
- Maintain awareness of staff locations when equipment is operating.
- Maintain safe distances from operating equipment; communicate clearly with operators.
- Ensure all tripping hazards and debris are promptly corrected.
- Use proper lifting techniques and request assistance for heavy or awkward items.
- Maintain safe and ergonomic workspaces
- Report all incidents, injuries, and near misses immediately

STATEMENT OF WORK PROCEDURES

Daily Operations

Organize and assign all work tasks to staff (including self) to ensure completion. Consult with Recycling Manager as needed.

Tasks include: - TBC

- *Business and community pickups.*
- *Processing recyclable materials from bins and public drop-off.*
- *Managing loading dock activities.*
- *Sorting and processing office, school, and community recyclables.*
- *Baling cardboard, paper, and containers as required.*
- *Loading and preparing bales for shipment.*
- *Packing and preparing electronics and special materials (batteries, bulbs, cartridges, books).*
- *Preparing beverage containers for return.*
- *Maintaining cleanliness and organization of indoor and outdoor areas.*
- *Snow removal and site upkeep as required.*
- *Performing routine equipment maintenance checks.*

Staff Supervision and Performance

- Assign duties based on staff skills, training, and operational needs.
- Ensure fairness and consistency in workload distribution.
- Communicate expectations clearly and respectfully.
- Address performance issues promptly and constructively.
- Support a positive and productive team environment.
- Report ongoing performance or morale concerns to the Recycling Center Manager.

Other

- Perform other related duties as assigned.
- This position may require occasional flexible hours based on operational needs.
- The above task descriptions reflect the general duties required and should not be construed as a complete list of all responsibilities associated with the position.

Acknowledgement

This job description outlines the general responsibilities and expectations of the Lead Hand and may be updated as organizational needs evolve.

Signed:

Employee: _____

Recycling Center Manager: _____

Date: _____

Date: _____