



e-Waste Operative Job Description

Position Overview

We are looking for a motivated e-Waste Operative 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 or e-waste reprocessing needs. The e-Waste Operative is expected to drive the works van to customers' collection locations working to a pickup schedule collecting recyclable materials by loading and unloading collection vehicles, carry out basic tasks on a computer or hand-held device, inspect materials for any contamination, operate and control equipment and machinery at the process facility to help move, sort e-waste and remove any non-recyclable items, safely segregate any tech for refurbishment, shred end-of-life e-waste, and empty and refresh recycling waste bins. The job is worked from the process facility but involves driving throughout the South Wales area (may be extended to other area 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, has strong people skills and can control and fulfil one week working on collection driving service then alternating the next week operating machinery at the recycling facility, on a recurring basis.

About Our Organisation

We are a small service and 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 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



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refurbishment, we then 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 Operative 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.

- ✚ Driving as per scheduled route plan, collection, loading and unloading of waste electronic and electrical equipment (WEEE).
- ✚ Overseeing the collection, sorting, and safe disposal of WEEE and recycling materials.



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- ✚ Safely and efficiently dismantling such as computers, printers, and network switches, etc.
- ✚ Picking electrical waste and operating machinery.
- ✚ Safely segregating e-waste.
- ✚ Emptying and refreshing recycling and waste bins.
- ✚ Maintaining a clean work area and keeping it organised.
- ✚ Checking the condition of equipment & machinery regularly.
- ✚ Adhering to health and safety rules and company standard operating procedures.
- ✚ Using chemicals safely.
- ✚ Ensuring appropriate safety signage is in use.
- ✚ Reporting faults or hazards to the e-Waste Manager.
- ✚ Working with the e-Waste Manager to identify e-waste or recycling issues.
- ✚ Working in a small team and being cooperative.
- ✚ Being punctual, driven, and self-motivated.
- ✚ Having a positive attitude and taking pride in the work environment.
- ✚ 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.



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- ✚ Communicate with marketing teams to build relationships.

Key Requirements

- ✚ The desired candidate will have some previous driving and customer service experience and be able to work on his/her own initiative and/or be part of a team.
- ✚ Excellent communication and interpersonal skills being able to listen, with the ability to build strong relationships.
- ✚ Carry out basic tasks on a computer or hand-held device.
- ✚ Able to inspect materials for any contamination.
- ✚ Operate and control equipment and machinery to help move, sort e-waste and remove any non-recyclable items.
- ✚ Safely segregate tech for refurbishment and shred end-of-life e-waste.
- ✚ Empty and refresh recycling and waste bins
- ✚ 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 set goals.
- ✚ Confident and capable of making a high volume of outbound calls with follow up (e-)mails.
- ✚ Good knowledge of English spoken and written.
- ✚ Cool-tempered.

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



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may be useful include willingness to take instruction from management, teamwork, flexibility and openness to change, patience and the ability to remain calm in stressful situations, and thoroughness and attention to detail. Specific subjects are not typically required but some IT knowledge is advantageous and 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.
- ✚ 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.
- ✚ Keen to learn.
- ✚ Communication skills.
- ✚ Organisation and time-management skills.
- ✚ Problem-solving skills.
- ✚ Interpersonal skills.



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What's on Offer - Benefits

- ✚ A full-time role consisting of 40 hours per week:
 - 9am - 5pm - Mon - Fri.
- ✚ Paid per hour - Rate to be discussed at interview.
- ✚ 28 days Holiday per year.
- ✚ Annual performance-based incentive bonus below:
 - 2.5% 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.