

Waste Services Operator - Job Description

December 2025

General job information

Division:	Operations	Job Number:	OP-20
Job Title:	Waste Services Operator		
Department:	Building Services	Reports to:	Custodial Services Manager
Supervisory:	No	Pay Grade/Band:	Group 2 – Senior Building Custodian

Job Summary

Reporting to the Custodial Services Manager, the Waste Services Operator (WSO) is responsible for the safe and efficient collection of waste materials from PHC properties. While adhering to all safety regulations and PHC directives, the WSO is responsible for the efficient collection, removal and disposal of waste, ensuring properties are well maintained and free from unnecessary debris for the safety and security of residents.

Working in accordance with relevant safety regulations, municipal waste guidelines, and PHC directives, the WSO addresses potential hazards such as illegal dumping, overflowing waste, or blocked access areas. The role requires the use of machinery or equipment (e.g., utility vehicles, lifts, carts) and involves working outdoors in varying weather conditions.

Main Responsibilities

Actively support, promote, and assist in implementing Peterborough Housing Corporation's mission to provide and maintain quality, affordable housing in a safe, healthy and secure community environment.

Waste Collection:

- Using the established daily route, WSO collects waste and debris from the designated PHC properties using the designated PHC vehicle.
- Appropriately disposes of collected waste and debris at municipal landfills in

accordance with municipal disposal requirements.

- Conducts weekly clean-up of litter and debris of designated PHC properties, ensuring the properties adhered to PHC standards for cleanliness.
- Accurately documents the amount of waste collected and disposed of from each PHC property on a daily basis on the required form.
- Identification, separation and appropriate disposal of hazardous materials and waste.
- Inspect waste storage areas (e.g., bins, enclosures) for cleanliness, accessibility, and signs of misuse or damage.
- Reports incidents of illegal dumping, overflowing waste, or vandalism to the Custodial Services Manager or Facilities team.
- Performs basic cleaning and maintenance of waste collection equipment and vehicles to ensure safe operation and longevity.
- Ensures waste is properly secured and transported in a safe manner to prevent spills or hazards during transit.
- Assists in seasonal clean-up operations including bulk item disposal or preparation for waste-related inspections by municipal authorities.
- Collaborates with on-site custodial or maintenance staff to coordinate collection schedules and access to locked waste areas.

Vehicle Safety:

- Conducts daily pre-trip vehicle inspection to ensure the vehicle meets safe operating requirements.
- Conduct post-trip inspections and logs findings to identify any new issues or maintenance needs that developed during the shift.
- Reports any damage, malfunctions, or safety concerns immediately to be remediated.
- Ensures the safe operation of the vehicle at all times and abides by all driving laws (ie: speed limit, obeying speed limits, maintain safe distance, no distracted driving, follow all traffic signals and signs), and municipal policies.
- Safely loads and unloads waste from the vehicle, ensuring weight is distributed evenly and materials are secured to prevent spillage or shifting during transit.
- Keeps the interior and exterior of the vehicle clean and free from hazards or obstructions.
- Refuels the vehicle as required and ensures it is ready for the next use.
- Records mileage, fuel usage, and any incidents or delays encountered during the route in the designated log or reporting form.
- Participates in periodic vehicle safety or defensive driving training as required by PHC or regulatory authorities.

Unit Turnover:

- Supports the Resident Services Department with unit turnover by ensuring vacated units are clean by removing garbage, debris, and abandoned items, including large items such as furniture in an expeditious manner to support the maximization of rental revenue.
- Disposal of unit debris appropriately in accordance with PHC directives and municipal regulations.
- Identifies and reports any signs of damage, vandalism, or biohazards (e.g., pests, mold, hazardous materials) found during turnover clean-out to the appropriate department for further action.
- Assists in the removal of items from balconies, patios, storage areas, and outbuildings associated with vacated units, ensuring compliance with safety protocols.
- Uses appropriate tools and equipment (e.g., dollies, carts, lifts) to safely remove heavy or bulky items without risk of injury or property damage.
- Ensures vacated units and surrounding hallways, stairwells, and common areas remain clear and safe during the clean-out process to avoid hazards to other residents or staff.
- Coordinates with the appropriate staff member regarding scheduling and access to units to ensure timely turnover operations.
- Completes documentation regarding the volume and nature of removed materials and any unusual findings (e.g., unauthorized alterations, suspected hoarding) to assist Resident Services with follow-up.
- Practices proper handling and disposal of any potentially hazardous materials found during clean-out (e.g., paint cans, batteries, sharps), following PHC and municipal hazardous waste protocols.

Other:

- Distribute resident notices as required.
- Customer focused approach to first point resolution with residents as required.
- Attend all mandatory work-related meetings.
- Actively participates in required training.
- Works safely in accordance with the Occupational Health and Safety Act and PHC Health and Safety directives.
- Updates corporate record keeping systems as required.
- Maintains basic awareness of building automation systems, including fire alarms, access control, to support safe and efficient waste-related duties.
- Maintain a clean driver's abstract.

- All other duties as assigned.

Required Qualifications

1. Knowledge

- Minimum High School Diploma or equivalent.
- Additional training or certification in Waste Management, Environmental Services, Facilities Maintenance, or related fields considered an asset.
- Knowledge of basic mechanical operations related to vehicles and equipment (e.g., safe handling, basic troubleshooting, minor maintenance).
- Ability to interpret equipment manuals.
- Knowledge of cleaning practices and equipment.
- Proficient in basic computer use, including email, data entry into tracking systems or mobile apps, and document management.
- Ability to complete digital inspection checklists, waste tracking forms, and incident reports using internal databases or software applications.
- Awareness of fire code requirements, building codes, and municipal property standards as they relate to waste handling and site safety.
- Broad knowledge of Peterborough Housing Corporation policies and procedures as well as knowledge of health and safety legislation, fire codes, building codes, municipal by-laws, and various trades.

2. Experience

- Minimum 3-year experience in a role that demonstrates the command of the skill factors required to perform the role.
- Valid driver's license.
- Minimum 3-years of experience driving Commercial Vehicle.
- Current Driver's Drivers Abstract that is clear and provide clear drivers abstract every six (6) months.
- Proven ability to perform a wide variety of waste management duties and be proficient in the use of relevant tools and equipment.
- Excellent communication and interpersonal skills to deal effectively with residents, housing providers, community partners and other staff members, experience working with a variety of people from diverse ethnic, age and income groups.
- Demonstrated initiative in responding to challenging situations and must be able to organize, prioritize and manage a heavy and constant workload.
- Use mathematical and basic analytical skills to complete tracking forms, calculate material volumes, and maintain operational records.

3. Judgment

- Ability to assist residents with maintenance problems, troubleshoot potential mechanical problems and determine best course of action.
- Ability to recognize health and safety hazards, take appropriate preventative action, and report concerns immediately in accordance with organizational policies.
- Ability to interpret and follow work orders, task lists, and maintenance schedules accurately, ensuring timely completion of assignments.
- Ability to prioritize day-to-day waste collection needs to maintain properties for safety, appearance, and overall upkeep.
- Ability to work with diverse group of residents and personalities, remaining patient and calm during potential hostile interactions.
- Maintains a high degree of professionalism, confidentiality, and resident service focus when performing duties in occupied residential environments.
- Work independently to solve daily problems with minimal supervisor consultation.
- Maintain open communication with supervisor for any potential assistance and reporting larger maintenance needs.

4. Concentration

- Ability to work on routine tasks independently with minimal supervision or assistance.
- Interruptions from residents requiring assistance, and phone calls from Building Services Coordinators/Manager relaying resident requests and maintenance needs.
- Capable of using caution with cleaning supplies, hazardous chemicals and power tools.
- Ability to input data, notes, and work orders accurately into various computer systems in an efficient manner.
- Attention to detail and conscientiousness.

5. Physical Activity

- Majority of time physically active, including walking, bending, reaching, lifting, and carrying materials throughout the workday.
- Occasionally working on uneven and unsteady surfaces (walking the grounds to clean up litter and debris).
- Majority of time spent using and moving manual tools and operating machinery.
- Daily driving between PHC sites and periods of sitting while operating the

waste collection vehicle.

- Repetitive motion and prolonged standing may be required for extended periods during cleanup or disposal tasks.
- Physical ability to lift, push or hold up to 50lbs on a regular basis required.
- Occasional exposure to inclement weather conditions, such as rain, snow, heat, and cold, while performing outdoor duties.

6. Dexterity

- Eye-hand coordination.
- Coordination and agility while performing duties, including with equipment.
- Ability to safely and efficiently operate manual and powered tools, including compactors, carts, and waste-handling equipment.
- Manual dexterity to grasp, lift, and maneuver waste bins and other materials.
- Ability to work in tight spaces or awkward positions while maintaining control and balance.
- Capacity to adjust and respond quickly to physical tasks that require repetitive motion or sudden changes in movement.

7. Accountability

- First point of contact for residents and public within assigned building.
- Must act accordingly to help remedy maintenance needs before further damage/expense or injury occurs.
- Always represent PHC in a professional manner
- Expected to follow all PHC policies and procedures, including health and safety protocols, at all times.
- Accountable for the proper use, storage, and maintenance of tools, equipment, and cleaning supplies.
- Must ensure all waste collection and disposal tasks are performed in compliance with environmental and municipal regulations.
- Required to document and report issues accurately and in a timely manner to support building operations and service response.
- Demonstrates reliability in completing daily routines, emergency tasks, and assigned responsibilities without direct supervision.

8. Safety of Others

- Ensure the safe operation of PHC vehicle at all times while travelling on municipal roads and PHC properties, being mindful and aware of pedestrians and other vehicles at all times.
- Help to ensure safety of residents and staff at PHC properties by

identifying and remediating safety hazards encountered in the course of performing required duties.

- Maintain clear and hazard-free walkways, driveways, and waste collection areas to prevent slips, trips, and falls.
- Use caution when operating equipment near building entrances, walkways, and high-traffic areas to avoid injury to others.
- Secure tools, waste containers, and materials to prevent accidents or unauthorized access.
- Report unsafe conditions, malfunctioning equipment, or incidents immediately to supervisors to allow for prompt resolution.
- Comply with all workplace safety standards, including wearing personal protective equipment (PPE) and following safe lifting techniques.
- Support emergency response procedures when necessary, such as blocking off dangerous areas or assisting with evacuation paths.

9. Leadership of Others

- No direct supervision of individuals but relied upon to provide support to individuals to efficiently perform their job duties.
- Acts as a resource for new or temporary staff by demonstrating proper procedures and safe work practices.

10. Contacts

- Communicates clearly and respectfully with residents regarding waste collection schedules, disposal procedures, and general inquiries.
- Coordinates with maintenance and custodial staff to ensure waste management aligns with cleaning and building upkeep activities.
- Reports concerns or complaints from residents to appropriate PHC departments for follow-up.
- Engages with contractors during bulk item pickups or special waste removal, ensuring safe and effective collaboration.
- Maintains professional demeanor when dealing with potentially confrontational or emotionally charged interactions.
- Participates in team meetings or briefings to share updates, raise issues, and contribute to service improvements.

11. Environmental Hazards

- Exposure to chemical hazards, including cleaning agents, solvents, and other maintenance-related substances requiring proper handling and use of personal protective equipment (PPE).

- Handling of hazardous materials, such as sharps, broken glass, improperly disposed medications, or unknown substances encountered during waste removal.
- Frequent work in outdoor conditions, including exposure to extreme heat, cold, rain, snow, and ice, which may impact walking surfaces and physical comfort.
- Exposure to airborne particles such as dust, mold, and allergens from waste bins and common areas, as well as residue from grease, oil, or fluids.
- Contact with biowaste and unsanitary conditions, including soiled items, bodily fluids, vermin, or infestations.
- Interruptions or confrontations from residents or members of the public while performing duties, including navigating disputes or complaints in a calm and respectful manner.
- Inadequate or confined workspaces in mechanical rooms, waste collection areas, or utility rooms, creating ergonomic challenges or physical strain.
- Limited access to specialized tools or equipment, which may require improvising solutions or delaying completion of tasks.
- Risk of slips, trips, and falls, especially in waste rooms, stairwells, icy walkways, or cluttered service areas.
- Physical strain and fatigue due to repetitive lifting, bending, pushing, or maneuvering heavy objects in varied conditions.
- Risks associated with vehicle operation, including loading/unloading in confined spaces, navigating tight properties, and potential vehicle accidents.

Working Conditions

The standard work schedule for this position is 40 hours per week, with core hours between 8:00 a.m. and 4:30 p.m., Thursday to Monday. This role is primarily working in the field, travelling between designated properties across the City of Peterborough and municipal landfills.

Confidentiality

All employees are required to sign and abide by Employee Confidentiality and Code of Conduct and Ethics Values.

Accommodation

Accommodation requests will be reviewed on an individual basis in compliance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) and any other Federal or Provincial legislation.

Disclaimer

The statements contained in this job description reflect the general details necessary to describe the principal functions of this position, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.