

Required Knowledge, Skills and Abilities - Solid Waste Management Collector

Task	Knowledge - what does the Collector need to know?	Skills - what skills are required?	Abilities - what abilities are required?	Organisational Supports - manuals, policies procedures, etc.	Minimum Required PPE	Required Level of Knowledge Skills Ability (basic, applied, in-depth, expert)	Essential Skills (see notes)	Training Course
Organize Work	Basic Information on what material is accepted/not accepted etc. How to organize the work area.	Organizational Skills	Ability to follow instructions including verbal and written direction.	Manuals, policies, procedures, etc.	none	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	In house training including HR policies (e.g., Steinbach 20/45/80 Days Review). Also orientation to help new hires understand how the facility operates
Manage multiple tasks	How to multi-task	Organizational Skills	Ability to follow instructions including verbal and written direction.	Manuals, policies, procedures, etc.	none	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	In house
Do Physical Work	How to safely complete physical work	Safe lifting, carrying etc. skills	Ability to complete physical work - lifting, carrying etc.	Safe Work Procedures	Steel toe boots, eye protection, high viz clothing etc.	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	In house
Communicate Effectively with the Public	Basic Information on what material is accepted/not accepted etc.	Customer Service Skills	Ability to communicate effectively	Handouts, Manuals, Policies, Procedures, etc.	N/A	Applied	Oral Communication, Reading, Writing, Working with Others	In house training including HR policies (e.g., Steinbach 20/45/80 Days Review). Also orientation to help new hires understand how the facility operates
Understand Regulations	Knowledge of Regulation	Reading and Comprehension	Understand Requirements Regulations	Applicable Regulations, Guidelines, Policies and Procedures	N/A	Basic	Reading, Document Use, Thinking, Continuous Learning	Unclear what training course exists for collection vehicle operators
Understand Procedures	How to follow procedures.	Reading and Writing Skills	Ability to understand and follow procedures	Operating Procedures	N/A	Basic	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	In house

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Complete Paperwork	How to complete required paperwork	Reading and Writing Skills	Ability to correctly complete required paperwork	Operating Procedures	N/A	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	
Operate Collection Vehicle	How to operate a vehicle	Driving skills	Ability to drive a vehicle	Equipment Manual Operating Procedures	Steel toe boots, eye protection, high viz clothing etc.	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	Driver Training
Possess Valid Driver License								
Operate Air Brakes (if applicable)	How to operate a vehicle with air brakes	Comprehension, following instructions	Ability to read, understand and follow procedures.	Equipment Manual Operating Procedures	Steel toe boots, eye protection, high viz clothing etc.	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	Air Brakes Training
Operate Hydraulic Mechanisms	How to operate hydraulic equipment	Comprehension, following instructions	Ability to read, understand and follow procedures.	Equipment Manual Operating Procedures	Steel toe boots, eye protection, high viz clothing etc.	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	In house
Perform Basic Equipment Maintenance	How to properly maintain equipment on a routine basis	Comprehension, following instructions	Ability to read, understand and follow procedures.	Equipment Manual Operating Procedures	Steel toe boots, eye protection, high viz clothing etc.	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	In house
Work Alone	How to follow set procedures for working alone. How to be self motivated to complete assignments without direct supervision	Good organization skills, following instruction, self motivation	Ability to follow procedures and stay motivated	Operating Procedures, Work Safe Procedures	Steel toe boots, eye protection, high viz clothing etc.	Basic	Reading, Oral Communication, Working with Others, Thinking, Continuous Learning	In house
Collect Waste on a Regular Schedule	How to follow a schedule and collection route	Good organization skills, following instruction	Ability to follow procedures, schedules, route maps	Operating Procedures, schedules, route maps	Steel toe boots, eye protection, high viz clothing etc.	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	In house

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Manage Litter During Collection	How to maintain a clean environment	Multi-tasking, Good organization skills, following instruction	Ability to follow procedures.	Operating Procedures	Steel toe boots, eye protection, high viz clothing etc.	Applied	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	In house
Identify and Separate Material at Curbside for disposal, recycling or composting	How to follow procedures.	Comprehension, Following Instructions.	Ability to follow procedures.	Operating Procedures	Steel toe boots, eye protection, high viz clothing etc.	Applied	Reading, Document Use, Oral Communication, Working with Others, Thinking, Continuous Learning	In house
Identify and understand potential hazards posed by recyclable material and waste	How to follow procedures.	Comprehension, Following Instructions.	Ability to follow procedures.	Operating Procedures	Steel toe boots, eye protection, high viz clothing etc.	Basic to Expert Depending on situation	Reading, Document Use, Oral Communication, Working with Others, Thinking, Continuous Learning	In house
Assist the Public to ensure they Understand Acceptable Material for Disposal, Recycling or Composting	Basic Information on management of solid waste. E.G., what material is accepted/not accepted etc.	Customer Service	Ability to assist the public in a friendly manner.	Handouts, manuals, policies, procedures, etc.	Steel Toe Boots, Gloves, Hi Viz Vest.	Applied	Reading, Oral Communication, Working with Others	In House
Adhere to Procedures including Personal Health and Safety and Protection of Public and the Environment	Need to know all the operating procedures applicable to their job.	Comprehension, Following Instructions.	Ability to read, understand and follow procedures.	Manuals, policies, procedures, etc.	Steel Toe Boots, Gloves, Hi Viz Vest.	Applied	Reading, Oral Communication, Working with Others, Thinking, Continuous Learning	In House

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Respond to emergency - leak or spill of hazardous material	How to appropriately respond to a spill of hazardous material.	Comprehension, Following Instructions. Spill response skills. Understanding chemical reactions.	Ability to remain calm in an emergency. Ability to take appropriate actions to respond to a hazardous material spills. Depends on the type and extent of the spill.	Response procedures. Outside Agency Haz Mat response.	Chemical resistant coveralls, gloves, boots, eye protection.	Basic to Advanced - depends on training and expectations	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	HAZWHOPPER
Respond to emergency - fire in the truck	How to appropriately respond to a fire in the collection truck.	Comprehension, Following Instructions. Fire fighting skills.	Ability to remain calm in an emergency. Ability to take appropriate actions to respond to a fire. Depends on the type and extent of the fire.	Response procedures. Outside Agency Fire response.	Coverall, gloves, boots, eye protection.	Basic to Advanced - depends on training and expectations	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	HAZWHOPPER
Respond to emergency - road accident	How to respond appropriately in the event of a road accident.	Comprehension, Following Instructions. First Aid	Ability to remain calm in an emergency. Ability to take appropriate actions to respond to an accident.	Response procedures. Outside Agency response.	Coverall, gloves, boots, eye protection.	Basic to Advanced - depends on training and expectations	Reading, Document Use, Oral Communication, Thinking, Continuous Learning	HAZWHOPPER