

Roles and Responsibilities of Temporary Staff for Curbside Waste Collection Changes

The following positions are recommended to be hired (start in Spring 2025) to support the change.

Temporary (up to two-year contracts):

- Two x Coordinator, Contracts & Service
- Two x Project Coordinator

These four positions tasks include:

- Review and coordinate cart storage and waste collection in unique residential collection areas (e.g. laneways, internal collection at multi-residential properties, schools, off-campus areas, bike lanes, iON areas, etc.).
- Coordinate and administer programs such as medical exemption, assisted collection, bag tags, etc.
- Update policies, procedures and software (e.g. Waste Management By-law, Waste Collection Guidelines/Requirements, GIS property database, Waste Whiz, construction and special event alternative collection plans, Service First Contact Centre forms, etc.).
- Administer and monitor the cart distribution, initial cart selection and size exchange periods, and cart inventory.
- Engage with area municipalities regarding impacts to snow clearing, leaf collection, parking, etc.
- Create contract management process/standards (on-street performance, street cleanliness).
- Coordinate training for Service First Contact Centre and contractor on Region guidelines and processes.
- Develop new public education and outreach; assist with communications, and update existing materials (e.g. brochures, calendars, signage, advertisements, vehicle wraps, etc.).
- Develop end of life program for existing containers (e.g. Green Bin) for current program.
- Coordinate the pop-up events and stationary displays to educate impacted members of the community.

These positions will also work alongside the Downtown BIA members to select cart sizes, number of carts, set-out locations, collection days, contractor coordination, and help businesses understand sorting and cart placement.

Temporary (four-to eight-month co-op contracts):

- Ten x Student, Waste Collection & Diversion (typically undergraduate students)

These 10 positions will be supporting the planning, implementation and monitoring of the curbside waste collection changes. They will lead the delivery of pop-up events (information booths, presentations, meetings, tours, curbside street team, etc.) where they will engage with the community and will support customer service in-person at the curb, over the phone or by email during all phases of the implementation. They will also assist with the above noted tasks required to be completed.

Temporary part-time:

- Four x Community Connector

These four part-time positions will be dedicated to engaging with residents at community events and supporting customer service in-person at the curb on waste collection day. They will share and explain community feedback, concerns, and questions with staff.

As of March 2, 2026, all temporary staff will also assist with contract oversight. This includes monitoring contractor performance and service, as per the contract requirements and service level standards.