



PRINCE EDWARD COUNTY CONVENIENCE CENTERS

Employee Expectations

1. Sites should will be opened and closed on time. If there is a problem, please contact:
 - a. Jeff Jones, Solid Waste General Manage – 434-547-3363 (mobile)
 - b. Cheryl Stimpson, Director of Finance/HR – 434-392-8837 (office)
 - c. Sarah Puckett, Assistant County Administrator – 434-547-2050 (mobile)
 - d. Doug Stanley, County Administrator – 434-547-8837 (mobile)
2. County employees will greet each citizen as they arrive at the site and ask them if they need assistance. Employees will not just stand at the door or talk to citizens through the window. You are to help all citizens. There should be no citizen reports saying they were not offered and then provided assistance, if needed.
3. County employees should check each container upon arrival and before leaving to make sure materials have not been placed in the wrong container. The furniture bin shall only be used as overflow for garbage when the compactor is full or not working and/or when an overflow container is not available. Please refer to the site regulations regarding what materials go in which containers.
4. County employees will be courteous to all citizens. If a disagreement with a citizen arises, remove yourself from the conversation and immediately notify your supervisor of the situation. Citizens may be asked to follow the rules set forth by Prince Edward County concerning dumping trash. Most citizens will follow the instructions if they know you are watching. If you have a citizen who refuses to follow the site rules, write down their license plate number and notify your supervisor. If a citizen is combative or threatening, call 911 and ask for the Sheriff's Office to respond.
5. When the County solid waste truck arrives at a convenience site to change bins, employees will assist the driver, as needed, and will help redirect vehicular traffic.

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6. It is the responsibility of the county employee to assist citizens with lifting bags or items into a container. If the employee is busy helping another citizen and items/bags are left on the ground, it is the county employee's responsibility to clean them up. All items/bags left at gates and all trash that blows on the site is the responsibility of the employee working. At the end of each day, each site should be left clean and tidy for the employee working the next day.
7. County employees should not be in the site building if there are citizens at the site and/or there is work to be done (picking up trash, etc.).
8. While recycling is strongly encouraged, it is not mandatory.
9. County employees are to break down cardboard boxes at least once a day except during inclement weather.
10. County telephones at each site are to be used for emergency calls only.

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