

DELAWARE SOLID WASTE AUTHORITY

JOB DESCRIPTION

OCTOBER 2, 2014

TITLE: PUBLIC EDUCATION & OUTREACH TECHNICIAN  
REPORTS TO: SUPERVISOR OF PUBLIC EDUCATION AND OUTREACH  
JOB CLASS: NON-EXEMPT  
LOCATON: DRC

PURPOSE:

To assist in the development and implementation of DSWA Public Education and Outreach Programs and assist in responding to citizens' requests for information. This is specialized staff work, involving the preparation, publication, and distribution of materials for DSWA's Public Education and Outreach program including the implementation of various environmental education programs.

JOB DUTIES:

- \* Coordinate and conduct tours for school children and other groups at the DSWA Education Center located at the Delaware Recycling Center in New Castle, Delaware.
- \* Coordinate and assist in providing directions to staff for information booths at display events and assist where needed.
- \* Assist at special DSWA events and exhibits including Household Hazardous Waste events.
- \* Assist in the development of information for newsletters, annual reports, articles, and texts for booklets, brochures, and other publications intended for internal and external use.
- \* Assist with development of curriculum materials and implementation of educational programs.
- \* Plan and conduct tours at all DSWA facilities.
- \* Assist in answering phone calls including the toll-free citizens response line.

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Assists with management of filing systems and data bases for public education correspondence, citizens comments and complaints, public outreach efforts and responses, mailing lists, audiovisual materials, advertising materials, news articles, educational materials, special events and programs.

\* Manage requests for educational materials.

Assist in the development of materials, displays , and signs for presentations, exhibits and DSWA facilities.

Research and compile data and background information for reports and other DSWA presentations.

Assist with development of business and community partnerships/networks for information and distribution programs.

Assist in arranging details for staff, board, committee and other meetings, conferences, hearings and travel including schedules, reservations, location of function, seating guests, and other scheduling responsibilities; complete expense forms; take or arrange for the taking of notes/minutes of meetings, conferences, etc.

Take photographs for articles, special events, and publications.

Maintain a variety of records; collect and compile data into final form for review of supervisor .

Organize, arrange and coordinate a variety of administrative and business details for supervisor.

Perform other related work as assigned.

**QUALIFICATIONS:**

A bachelor's degree in communications, marketing, advertising, or education or five (5) years experience in the advertising, marketing, education, or communications field. Possess strong writing, organizational, and creative visual skills. Computer experience in Microsoft Office Professional Suites. Good telephone skills. Possess the ability to communicate well with citizens and children regarding a variety of technical concerns/questions on the telephone and in person. Ability to compile and maintain database systems used for public education research and correspondence.

\*Denotes essential functions of the job