

MAJOR FUNCTION

This is supervisory work directing refuse collection and disposal functions. Work is performed with considerable independence and is subject to general direction and review by the Manager-Solid Waste Operations.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, schedules, and coordinates work activities for collection personnel to meet production standards and maximize use of resources such as equipment, materials, and supplies. Duties are not confined to any one service area, responsibilities can shift from service area to another, depending on departmental needs. May be required to run a route during personnel shortage and perform as the backup to the Operations Manager. Inputs data into Commercial Mobile Management system and completes other administrative tasks, such as recordkeeping, and basic reports relative to collection routes, material use, equipment maintenance, etc. Inspects and supervises the work of Solid Waste employees functioning individually or in small crews in assigned geographic areas. Communicates production and service level standards to first line operators and monitors progress toward achieving stated goals. Assists the Operations Manager in developing employee performance standards to support customer service goals. Reviews and inspects collection routes and implements and direct working schedules. Promptly addresses customer needs and inquiries to ensure expectations are consistently met. Answers and resolves service complaints from commercial and residential customers. Checks for illegal disposition of refuse and works with Code Enforcement officers in the collection and prevention illegal disposals. Investigates and prepares reports on accidents, maintains safety data and prepares regular reports. Manages GPS and Drive Camera system of respective service area. Monitors and manages vehicular performance and recommends improvements or changes to fleet acquisitions. Coordinates and plans service delivery for special events. Reviews plans from developers and business establishments to ensure the adequate placement of solid waste and recycling containers. Maintains records and prepares reports, as required. Reconcile employee timecards. Recommends the hire, transfer, advancement, discipline, grievance resolution and discharge of assigned personnel. Conducts classroom training designed to teach the proper techniques and procedures to meet the department's minimum standards. Conducts required quarterly and annual performance management meetings with assigned staff, completes performance evaluation forms and recommends the approval or disapproval of merit. Review Site Plans from developers and business establishments to ensue adequate placement of solid waste containers. Perform as an essential employee during emergencies working outside of normal operational hours and days. Performs related work as required.

Other Important Duties

Schedules assigned staff for developmental/training opportunities, as necessary. Disseminates informational materials directed toward the general employee population. Supervise/participate in all City sanctioned special events. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of applicable regulations covering solid waste collection, transportation, disposal, and recycling. Considerable knowledge of the safety hazards associated with operation and maintenance of vehicles and equipment used in solid waste operations. Ability to plan, lay out, schedule, and inspect the work of a large number of truck drivers and workers engaged in refuse collection. Ability to plan, organize, distribute, and inspect the work of a large number of truck drivers and workers engaged in refuse collection. Ability to establish and maintain effective working relationships with

other employees and the public. Ability to operate electronic equipment, such as personal computers, used to schedule and track route assignments.

Minimum Training and Experience

Possession of a bachelor's degree and one year of supervisory experience; or a high school diploma or an equivalent recognized certificate and seven years of experience that includes solid waste collection activities, courier services, transportation, schedule making, dispatching, or a related administrative area. Two years of the required experience must have been in a supervisory capacity in a customer-based industry such as solid waste, recycling, or disposal operations in a public or private environment.

Necessary Special Requirements

Must possess the appropriate valid State Commercial Driver's License (CDL) at the time of appointment.

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