

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **Solid Waste Customer Service Supervisor**

**Department:** Environmental/Public Works

**Pay Grade:** 508

**FLSA Status:** Non-Exempt

**Job Code:** E607

#### **JOB SUMMARY**

The purpose of this classification is to supervise the daily activities of the Scout truck and Metal truck personnel that collect curbside exempt garbage customers. This position assists the Sanitation Supervisors by coordinating fleet maintenance and repair related to all Solid Waste vehicles through the use of Hiperweb. Work is performed in the Solid Waste Division of the Environmental/Public Works Department under the general supervision of the Solid Waste Manager.

#### **ESSENTIAL JOB FUNCTIONS**

- Supervises and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals. Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.
- Coordinates, prioritizes, and supervises projects: reviews or issues work orders; assists in determining and coordinating necessary equipment, materials, and manpower to conduct projects; monitors status of work in progress and inspects completed work; dispatches crew members, vehicles, or equipment to work sites as needed; reports damage/vandalism, potentially hazardous/dangerous situations, or other problems to supervisor; responds to problems or emergency situations.
- Performs customer service functions: exchanges information with the public regarding work; logs complaints or problems and refers them to the appropriate personnel. Assigns work orders, using Hiperweb and other software as necessary, to appropriate staff for collection, based on interactions with Utility Billing staff as well as complaints received from customers. Ensures all scout routes are assigned and completed each day.

- Responsible to ensure the fleet of vehicles is road worthy at all time. Ensures accurate completion of daily inspections, both pre and post trip, performs light maintenance on equipment, which includes changing oil, refueling, and refilling lubricants; secures vehicle after use.
- Serves as a backup CDL driver in the event a residential/commercial collection route is open on a given day.
- Serves as the primary liaison between the Solid Waste Division and with the Fleet Services Division, coordinating maintenance and repairs to the Solid Waste Fleet as required.
- Obeys all traffic laws and safety guidelines; monitors immediate environment and work area to ensure the safety of operator, other workers, the equipment, and the public; utilizes safety equipment; follows established safety procedures; monitors traffic conditions surrounding vehicles/equipment to identify obstructions, pedestrians, or unsafe traffic conditions; performs driving functions safely and efficiently in various weather conditions; places safety cones, markers, or signs to alert employees/citizens of work areas or other potential hazards; reports any incidents, accidents, problems, or unusual situations.
- Receives and responds to customer questions and complaints regarding problems pertaining to refuse; reports questions and complaints to direct supervisor.
- Communicates with supervisor, employees, the public, and other individuals as needed to coordinate work activities, review work status, exchange information, or resolve problems; responds to requests for service or assistance.
- Prepares or completes various forms, reports, time cards or other documents. Receives reports, equipment operating manuals, handbooks, manuals, or other documentation; reviews, completes, processes, forwards, or retains as appropriate.
- Operates a variety of vehicles, equipment, and tools associated with department work activities, such as a front-end loader, motor grader, backhoe, dump truck, blade, water truck, disk, tractor, forklift, pressure washer, spray applicator, paint machine, grinder, shovel, broom, mechanic tools, hand tools, or two-way radio.
- Operates a personal computer and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

High School diploma or equivalent; five (5) years of experience in heavy equipment operation and supervision in the Public Works field of operations or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **Licenses or Certifications:**

- Must possess and maintain a valid Class B Georgia Commercial Driver's License (CDL) including appropriate endorsements, with a satisfactory motor vehicle record (MVR).

**Special Requirements:**

- None

**Knowledge, Skills and Abilities:**

- Knowledge of City, county, state and federal codes, ordinances, regulations and guidelines for the removal and disposal of commercial and residential waste.
- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to retain information regarding specific instructions for garbage or trash pick-up.
- Ability to safely maneuver large equipment in confined spaces.
- Ability to provide guidance, assistance, and/or interpretation to.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against measurable or verifiable criteria.

**PHYSICAL DEMANDS**

Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**WORK ENVIRONMENT**

Work is regularly performed without exposure to adverse environmental conditions.

**The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*