City of Council Bluffs

Job Description

Solid Waste Support Specialist

Department: Public Works
Supervisor: Solid Waste Management Superintendent
Location: Recycling Center
FLSA Status: Non-exempt
Prepared By: Cori Shaw, Recruiter
Prepared Date: December 2022
Union: CWA
Pay Grade: 15

Summary: Performs a variety of clerical and customer service duties at the City's Recycling facility including handling public inquiries and concerns. This is a front-line position providing excellent customer service to the members of the public and other City employees. Must be able to exercise good judgment and discretion in providing information to internal and external customers in tactful and courteous manner.

Essential Duties and Responsibilities:

- Oversees scale operations and personnel to ensure compliance of policies and procedures:
  - Checks daily scale transactions and tracking information for accuracy;
  - Prepares and maintains tonnage, commodity, sales tax, and other reports specific to the division;
  - Coordinates with Solid Waste Superintendent to ensure correct computer system operation and accounting practices;
  - Performs a variety of duties to include revision or addition of information in the scale computer system and updating files;
  - Operates inbound and outbound computerized truck scales to track wastes being disposed or recycled; weighs commercial and private vehicles;
  - Determines specific information about each load then directs customers to appropriate disposal or recycling areas and inspects loads for hazardous and unacceptable wastes;
  - Collects fees and makes change for cash transactions. Processes cash, credit, debit, charge, and check transactions;
  - Balances receipts, closing reports, and performs bookkeeping functions daily to process and account for Solid Waste revenue
- Provides information, responds to inquiries or complaints from the public, co- workers and other departments, in person, by phone, by two-way radio, and by email
- Maintains division employee and financial records:

    - Prepares monthly invoices and maintains accounts receivable documentation;
    - Orders supplies and equipment and arranges services for needs specific to scale operations;
    - Processes purchase orders and accounts payable documentation for routing to the Finance Department;
    - Accesses several computer programs needed to perform the daily functions related to Scale Operations
- Establishes effective working relationships with public and staff:
    - Provides general information, advice, and technical assistance to general public concerning governmental requirements, procedures, and regulations for obtaining City services
    - Screens complaints and addresses concerns made by the general public
- Communicates the Public Works Department's Solid Waste Management Division vision, goals and objectives:
    - Develops educational materials to inform residents within the planning area of solid waste management rules and regulations
    - Assists with grant preparation process as to content, needs, reporting deadlines, criteria and documentation;
    - Maintains current knowledge of state and federal funding opportunities;
    - Provides information, conducts research and analysis;
    - Composes written reports and recommendations as requested
- Assists in the implementation of Regional Collection Center (RCC) (Permanent Household Hazardous Materials Collection Program):
    - Helps customers to fill out questionnaires/survey forms
    - Shelves any household hazardous material that is deemed reusable
    - Makes a record of any new or reusable household hazardous materials
    - Removes batteries, used oil, paint/paint products and other materials from vehicles
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

Supervises team members including seasonal employees

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High School Diploma or General Education Degree (GED)
- Associate's Degree in Accounting, Business or a related area of study preferred
- Four (4) years' full-time work experience performing responsible similar duties
- Cash handling, preferred
- Any equivalent combination of education and experience that provides the required knowledge, skills, and abilities

Certificates, Licenses, Registrations:

- Valid driver's license
- Ability to satisfactorily complete OSHA 24-hour HAZWOPER training within first 12 months of employment.

Physical Demands:

- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- Occasionally required to climb, balance, stoop, kneel and crouch and lift and/or move up to 50 pounds.
- Distance and close vision and depth perception are required with the ability to adjust focus.
- The work environment is an industrial setting, subject to high noise levels and frequent interruptions.
- Must have the ability to work both in and out of doors, in all weather conditions, in dusty environments, and in moderate traffic.

Other Skills and Abilities:

- Thorough knowledge of general office procedures, record keeping and filing procedures
- Working knowledge of Microsoft Office software (Excel, Outlook, PowerPoint, Word)
- Ability to communicate effectively both orally and in writing
- Ability to deal with tact and courtesy with a wide range of persons, including situations in which individuals may be upset over some issue involved with City activities and policies
- Ability to work accurately with numbers and codes, compose and edit documents including good knowledge of spelling, office vocabulary, and grammar
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology
- Ability to work efficiently in an atmosphere with frequent interruptions and to remain calm and controlled during stressful situations
- Ability to perform work assignments with minimum supervision
- Ability to maintain confidential information