

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Lead Solid Waste Collector*
Department: *Public Works*
Reports To: *Public Works Field Supervisor*
Status: *Non-exempt / Non-union*

Job Summary:

The Lead Solid Waste Collector is responsible for day-to-day solid waste division customer services and operations; supervises, schedules, directs and instructs solid waste collectors in the collection of residential and commercial solid waste, and the proficient operation and maintenance of fully automated refuse collection trucks and other equipment. The lead performs difficult as well as regular and recurring troubleshooting, maintenance, repair work and customer service, requiring extensive knowledge of the City's solid waste collection system and equipment. The lead prepares computerized pick-up schedules, collection routes and customer additions and deletions; allocates work and troubleshoots technical problems; coordinates with Finance Department for customer billing, resolves customer complaints, and performs maintenance management functions; may provide back up for the division in the absence of the Field Supervisor.

Essential Job Functions:

1. Direct and supervise solid waste division day-to-day activities; schedule and layout jobs and routes, allocate work projects, resources, materials and equipment to assigned staff and work crews, along with sufficient and accurate instructions for work to be accomplished efficiently and to meet specifications and standards. Conduct daily meetings and follow-up as necessary; prepare collection routes and customer additions and deletions.
2. Train, direct and assign duties to solid waste specialists and seasonal workers. Assist in hiring, monitor work performance, serve as a resource and coach to crews, provide information for performance evaluations, recognizing accomplishments or referring disciplinary actions. Provide feedback to employees and supervisors; assure ongoing training and continued education.
3. Train employees to safely and proficiently operate fully automated refuse collections trucks, as well as regular maintenance and repair methods.
4. Provide continuous information and training for conducting work according to sound safety standards, policies and practices; assure participation of all employees in daily, weekly and ongoing meetings and workshops.
5. Assign collectors to truck cleanup, dumpster maintenance, roll cart maintenance and other maintenance tasks to be performed.
6. As a working lead, perform operations, customer service, and other duties of Solid Waste Collectors, such as driving and operating refuse vehicles or performing courtesy pickups.
7. Work with the Field Supervisor, vendors, and other resources to devise and adapt equipment, tools, aids, and training on improved work methods and procedures to accomplish work assignments.
8. Assure the proper preventative maintenance of assigned vehicles and equipment, perform routine maintenance and repair, and report mechanical failures to mechanics.
9. Coordinate day-to-day activities with other City departments, residential and commercial customers and other individuals and organizations as necessary to accomplish primary work activities.
10. Establish and maintain cooperative working relationships and teamwork with department heads, supervisors, co-workers, public officials, business representatives and the general public using good judgment in a positive and timely manner using tact and courtesy.
11. Lead and coordinate the division's customer service functions; oversee or personally perform duties such as assessing complex or other complaints, problem solving, and follow-up with customers, the public, supervisory personnel or other staff.
12. Direct and perform designated duties of the Field Supervisor when appropriate and in handling day-to-day complaints, reports, and coordination with other divisions and departments.
13. Assist the solid waste division in long and short range planning, special projects, and budgeting and reports; assist with maintenance management program functions.

Associated Job Functions:

1. Attend various workshops, continuing education, meetings, seminars, and conferences.
2. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Outstanding ability to assess and respond to critical customer service concerns.
- Knowledge and ability to lead, train, direct, empower and develop the skills of solid waste specialists, with ability to cross train other public works staff and seasonal workers.
- Knowledge and ability to layout routes, schedule jobs and work plans; arrange for crews, equipment parts and supplies; oversee equipment checkouts, traffic controls and safety; and conduct morning meetings and other start-up and end of shift functions.
- Knowledge of specialized and complex fully automated refuse trucks, other division equipment, emergency service, maintenance, safety, and repair practices and Federal, State, and City regulations.
- Knowledge and ability to back-up the Field Supervisor and assist in maintenance management system activities, planning, budgeting, and supervisory functions.
- Knowledge of applicable OSHA/WISHA safety regulations and standards, and the ability to implement, train or ensure training of staff in the safe and effective operation of equipment and facilities.
- Knowledge of computers and internet functions as well as specialized software.
- Good judgment and problem-solving skills to lead division activities and assess and resolve critical, unusual and complex problems.
- Oral and written communication skills to perform lead duties and provide information, communication, and coordination with City staff, outside agencies and the general public.
- Knowledge of English, spelling, grammar, vocabulary and punctuation and mathematics.
- Flexibility and adaptability to change directions and priorities on short notice, and communicate changes in a positive manner.
- Ability to enforce, interpret and apply written and oral instructions as well as City ordinances and applicable regulations and standards.
- Ability to represent the solid waste division and crews with other workers, customers, and the general public, and serve as a resource on complex and sensitive problems, issues and complaints.
- Ability to oversee and proficiently operate specialized solid waste and other departmental equipment such as front loading dumpster compactor, yard waste trucks, residential side arm compactor, residential recycle and twenty-yard roll off trucks. Ability to operate robotic controls using a joystick and/or levers to pickup and empty roll-carts and/or dumpsters.
- Maintain performance requirements of the Solid Waste Specialist II such as a working knowledge of collection routes, route development, equipment operations, customer service, scheduling and the procedures and protocols of the Solid Waste Division, as well as skills with computers and mobile radios.

Working Environment and Physical Demands:

Work is typically performed outdoors under dirty, uncomfortable, noisy and hazardous traffic conditions, and in all types of weather conditions. Work requires manual dexterity, hearing and visual acuity, and the ability and stamina to perform heavy manual labor during a work shift; to crawl, climb, bend, twist, stoop, kneel, operate equipment and perform repetitive moving of items in excess of 50 pounds. Workers may be exposed to hazardous chemicals or bloodborne pathogens, and are required to utilize appropriate safety equipment. Weekend, holiday and after-hours work are sometimes required as well as after-hours response and emergencies.

Experience and Training Requirements:

- High school graduation or GED equivalent **with** continuing education, **and**
- Five years (5) of progressively responsible experience **with** a minimum of three (3) years as Solid Waste Specialist II **and** two (2) years in Public Works, including extensive and complex leadership, training, and supervisory skills, and customer service problem solving.
- Must have and maintain Washington State Department of Transportation certification in flagging, traffic control and safety, as well as CPR and Industrial First Aid certification within six (6) months of hire date.
- Must pass a Criminal Background and Drivers Abstract check prior to hire.
- Must have a valid Washington State Driver's License and a good driving record.
- Must have valid Commercial Driver's License (CDL) Class B with ability to obtain a tanker endorsement if required, including Medical Certification, at time of hire.
- Must pass drug screening at time of hire and periodically at the City's option.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: Hulbert/95

FLSA: Non-exempt

Revised: BJ/SB/CAS 02, NWM/HR 7/04, HR 3/12, HR 2/15, HR 12/15

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.