

SCALE OPERATIONS SUPERVISOR

MAJOR FUNCTION

This position is responsible for the computer operation and supervision of the truck scales and the collection and accounting of tipping fees.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Supervises scale operations and personnel to ensure compliance of established policies and procedures.
- Checks daily scale transactions, routine logs and tracking information for accuracy.
- Prepares and maintains tonnage, statistical, commodity and other reports specific to the department.
- Coordinates with Solid Waste Administration 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, updating files, scheduling and processing time sheets.
- Provides information, responds to inquiries or complaints from the public, co-workers and other departments, in person, on the phone or two-way radio.
- Purchase supplies and equipment; arranges services for needs specific to Scale operations, posts purchases on computerized procurement card ledger.
- 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 waste.
- Collects tipping fees and makes change for cash transactions. Processes credit, debit and telecheck transactions via computerized phone line terminal.
- Balances receipts, closing reports and performs bookkeeping functions daily to process and account for Solid Waste revenue.
- Accesses several computer programs to research tax roll and other necessary information needed to perform the daily functions related to Scale Operations.

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- Communicates tonnage and other necessary information to the Transfer Station and Landfill Operators or Supervisors to ensure accurate disposal procedures.
- Generates manual scale tickets for all commodity loads that Solid Waste Collection vehicles transport to the Recyclers.
- Dispatches collection and recycling vehicles to various County Convenience Centers and coordinates container retrieval with the Attendants as needed.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person and by phone contact.

SUPERVISION

Responsible for directly and regularly supervising work of a relatively small number of employees (two or more) with no indirect supervision. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities may include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

High school diploma or general education degree (GED); and three years related experience in the field, with emphasis on cash handling and daily balancing; or equivalent combination of education and experience.

Licenses

Valid Florida Drivers License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

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Language Skills

- Ability to read analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Problem Solving Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardized exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data.
- May participate in development of policy, programs, plans, or procedures.
- Study manual work process to determine most effective methods as essential tasks.

Specialized Skills and Abilities

- Ability to communicate tactfully and courteously with members of the general public.
- Ability to train new employees on the workings of the computerized scale system.
- Ability work efficiently in an atmosphere of frequent interruptions.
- Ability to work independently, maintain records and make a variety of reports requiring accuracy.
- Strong organizational skills and ability to prioritize to meet established deadlines.
- Strong working knowledge of computers and other modern office equipment.

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- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machinery and Equipment

This employee will be required to operate a computer, calculator, telephone, fax machine, two-way radio, scale computer system, tax roll system, copy machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to walk, sit, climb or balance, stoop, kneel, crouch, or crawl, and to lift up to 25 pounds; and will frequently be required to stand, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; Vision requirements are close and distance vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts and in outdoor weather conditions, and will regularly be exposed to fumes or airborne particles and toxic or caustic chemicals. The typical noise level for this environment is moderate.

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Pay grade: 12	Status: NE
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