

SCALE OPERATOR

MAJOR FUNCTION

This is a clerical position responsible for the computer operation 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.

- 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 duties.
- Communicates tonnage and other necessary information to the Transfer station and Landfill Operators or Supervisors to ensure accurate disposal procedures.
- Provides excellent front line customer service to Solid Waste customers.
- Generates manual scale tickets for all commodity loads that Solid Waste Collection vehicles transport to the recyclers.
- Checks scale transactions for accuracy and makes corrections as directed by the Scale Supervisor.
- Makes entries on daily logs and tracking forms. Generates computerized tonnage and commodity reports as needed.
- Responsible for entering pertinent data such as; miles walked, crew size, areas cleaned on all Litter Crew, Special Projects, Sherriff and D.O.C. transactions.
- Provides information, responds to inquiries or complaints from the public, co-workers and other departments, in person, on the phone or two-way radio.

SCALE OPERATOR

- Functions as a lead worker in the absence of the Scale Supervisor to provide guidance, advice, assistance or review the work product of other operators.
- Dispatches collection and recycling vehicles to various County Convenience Centers and coordinates container retrieval with the Attendants as needed.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

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

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

High school diploma or general education degree (GED); and one year of cash handling, customer service and computer experience; or equivalent combination of education and experience.

Licenses

Valid Florida Driver 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.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.

SCALE OPERATOR

- Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

- Ability to calculate figures and amounts to such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

Problem Solving Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Can explain records, procedures to others as lead worker.
- Requires judgment regarding use of equipment, tools or material.

Specialized Skills and Abilities

- Ability to communicate tactfully and courteously with members of the general public.
- Knowledge of modern office methods and procedures; computer and office equipment.
- Ability to work efficiently in an atmosphere of frequent interruptions.
- Ability to train new employees on the computerized scale system.
- Ability to learn, retain and apply a variety of department specific information.
- 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.

SCALE OPERATOR

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.

Established: 10/99

Pay grade: 6

Job Description Number: 6029

Category: 6

Status: NE

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