

QUALITY ASSURANCE INSPECTOR

JOB DESCRIPTION

Classification Responsibilities: A Quality Assurance (QA) Inspector is responsible for evaluating the quality of residential and commercial recycling and disposal practices through investigating and enforcing compliance with the City's solid waste rules, regulations, policies, and recycling programs. The position receives and investigates complaints regarding the quality or deficiencies attributed to the disposal of refuse or recycling collection practices such as garbage spills, contaminated recycling bins and/or barrels, and drop-off center cleanliness. The position communicates with customers regarding the proper techniques for disposing refuse and recyclables, educates customers on solid waste programs, and assists in developing and presenting educational materials regarding departmental programs. A QA Inspector may be responsible for overseeing the City's internal recycling programs and the Neighborhood Cleanup Program. A QA Inspector may also be responsible for special event sites as needed. This class performs related duties as required.

Distinguishing Features: The QA Inspector will be required to work a rotating schedule which may include evening, early morning, holiday, and weekend work as well as working at recycling exhibits; and demonstrations at schools, fairs, trade shows, and other inspection activities. This class is supervised by a Program Assistant or Solid Waste Business and Programs Administrator through meetings, reports, deadlines met, and end results achieved. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Good (1 - 3 years) work experience involving frequent public contact in a service capacity.

Special Requirement. Must possess a valid Class D Arizona Driver's License by hire date or promotion.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Full-time public contact experience resolving various levels of customer concerns both on the phone and in person. Computer experience, including word processing, email, and customer records management. Experience in the evaluation of quality services and/or proper processes which may have been obtained in an environmental, solid waste, and/or recycling field. Experience investigating and resolving customer complaints.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, City employees, or others to clarify the City's solid waste programs or requirements regarding proper disposal of refuse and recycling materials. Assists the Marketing/Communications Specialist II's in conducting public education and outreach programs. Explains and resolves a variety of complaints through frequent contact with Solid Waste

Management personnel and customers. Communicates effectively, both orally and in writing, with a high degree of accuracy; follows a problem from its inception to solution in a timely manner; and prioritizes workload to meet deadlines. Produces written documents, such as emails, memos, educational, and program materials, to convey information to customers and City staff.

Manual/Physical: Inspects residential and commercial sites to determine and monitor proper solid waste recycling and refuse disposal compliance. Operates a vehicle requiring a standard Class D Arizona Driver's License in order to travel to various locations to inspect residential and commercial sites for proper refuse disposal and recycling activities. May operate a bin truck with a compactor attachment to adjust loads on Clean Sweep containers. Makes site investigations requiring some physical activities such as: heavy lifting, walking, bending, stooping, exposure to adverse weather conditions, etc., in order to inspect bins and/or barrels for contamination, and to ensure cleanliness of drop-off centers. May deliver or pick up barrels. May provide backing assistance for Solid Waste Department vehicles as needed, and performs site checks for bin, barrel, and roll-off container placement. Operates a variety of standard office equipment such as telephone, calculator, and personal computer (PC) in order to complete information for various reports and special projects. Meets scheduling and attendance requirements.

Mental: Monitors and maintains quality assurance through inspection and/or investigation of proper residential and commercial refuse disposal and recycling activities to ensure compliance with City ordinances and requirements. Interprets data and makes technical decisions in conformance with laws, regulations, policies, and standard operating procedures. Issues ordinance violation notices if a customer is not adhering to City rules and regulations. Assists in developing or planning refuse and recycling programs. Interprets City policies, procedures, and codes to enforce compliance. Ensures containers are properly serviced, and that recycling areas are in compliance with City and county ordinances. Maintains data regarding investigations and compliance enforcement actions, such as contamination and county regulations.

Knowledge and Abilities:

Knowledge of:

the principles and techniques of customer service and public relations;
the techniques involved in investigating and monitoring quality operations for ordinance compliance;
the methods of report writing and presentation; and
computer skills.

Ability to:

learn the City's organizational structure, services provided, and geography of the City;
learn, interpret, apply, and explain rules and regulations governing solid waste;
maintain records, prepare routine reports, make on-site inspections, investigate quality of operations, and complete violation warnings for noncompliance;
evaluate the quality of residential and commercial refuse disposal practices;
make arithmetical computations;
prioritize workload and meet deadlines;
work on and complete assignments and projects simultaneously;

compose emails, letters, educational, and program materials with accuracy and using proper spelling and grammar;
maintain effective communications and good working relationships with residential and commercial solid waste customers, management, coworkers, and the general public; and
use a computer to enter customer contacts and track contamination information, and develop reports and basic calculations.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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JOB FCTN-TEC

INCREMENTS 62-200

PAY GRADE: 40

IND-9410

SWORN-No