

## LEAD QUALITY ASSURANCE INSPECTOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Lead Quality Assurance 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; and provides day-to-day supervision of the Quality Assurance Inspectors. This position oversees field inspections to ensure state compliance is met. Additionally, this position receives and investigates complaints regarding the caliber 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 educational materials regarding departmental programs. A Lead Quality Assurance Inspector may be responsible for special event sites as needed. This class performs related duties as required.

**Distinguishing Features:** The Lead Quality Assurance 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, demonstrations at schools, fairs, trade shows, and other inspection activities. Work will require an incumbent to exercise initiative and independent judgment in determining appropriate residential and commercial recycling and disposal practices, as well as possess a thorough attention-to-detail to ensure the accuracy and completeness of the work performed by the Quality Assurance Inspectors. A Lead Quality Assurance Inspector performs all of the duties of the Quality Assurance Inspector classification, and is distinguished from this class by the responsibility for day-to-day supervisory activities. This class is supervised by a Solid Waste Community Outreach Specialist through meetings, reports, conferences, and 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. Considerable (3 - 5 years) work experience involving frequent public contact in a service capacity.

**Special Requirements.** Must possess a valid Arizona Driver's License by hire date.

**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, including some manual or computerized bookkeeping, and 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 is highly desirable. Some supervisory or lead work experience is highly desirable. Previous work experience investigating and resolving complaints is preferred. Computer experience desirable.

## 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 a Solid Waste Community Outreach Specialist in conducting public education and outreach programs. Explains and resolves a variety of complaints through frequent contact with solid waste personnel and customers.

**Manual/Physical:** Organizes, assigns, and monitors the work flow of the Quality Assurance Inspectors. Inspects residential and commercial sites to determine and monitor proper solid waste recycling and refuse disposal compliance. Operates a vehicle requiring a standard Arizona Driver's License in order to travel to various locations to inspect residential and commercial sites for proper refuse disposal and recycling activities. Operates 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. Operates a variety of standard office equipment such as telephone, calculator, and personal computer in order to complete information for various reports and special projects. Meets scheduling and attendance requirements.

**Mental:** Provides day-to-day supervision of the Quality Assurance Inspectors by developing work schedules and maintaining primary responsibility for training. Participates in evaluating the work performance of staff. 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/Abilities:**

Knowledge of:

lead/supervisory principles and practices;  
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  
basic computer skills.

Ability to:

review the work of others to verify accuracy and completeness;  
work with staff in a team setting and provide leadership;

make independent decisions;  
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;  
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 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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INCREMENTS 62-200

PAY GRADE: 41

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