

SOLID WASTE SERVICES REPRESENTATIVE

JOB DESCRIPTION

Classification Responsibilities: Under general supervision, develops, promotes, and implements a Solid Waste disposal program designed to increase the number of residential and commercial customers in the City service area, provide cost savings opportunities for new residential and/or commercial customers, and provide support and assistance to customers regarding solid waste disposal decisions. This class is responsible for establishing service agreements with commercial customers, conducting field audits to ensure proper service is on-site, researching and resolving service issues by meeting with customers in the field to address collection and overweight concerns, reviewing development and remodel plans to ensure trash services fall in line with Solid Waste details, creating and reviewing customer and system reports, updating tracking database with commercial account changes, researching and monitoring new proposed annexations areas to assure service vehicles can safely provide service to the area, and monitoring private solid waste haulers as per City code. This class performs related duties as required.

Distinguishing Features: The Solid Waste Services Representative develops an action plan with established goals to increase the number of commercial customers in the City service area. Resolves customer issues related to service for residential accounts. Incumbents implement the action plan by determining effective marketing techniques to solicit accounts. Incumbents are expected to market services to customers who sometimes may be dissatisfied with other City services. Incumbents must have accomplished communication skills to effectively present promotional materials, deal with a wide variety of inquiries, and be knowledgeable about development issues and marketing strategies. Incumbents work independently and must have the ability to prioritize their workload to meet continuous demands associated with the completion of simultaneous projects and requests. This class is supervised by a Solid Waste Business and Programs Administrator who reviews work through reports, meetings, 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. Any combination of training, education, and experience equivalent to considerable (3 - 5 years) experience in marketing, sales, and/or public relations.

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

Substance Abuse Testing. None.

Preferred/Desired Qualifications. Graduation from an accredited college or university with an Associate's Degree is preferred. Considerable (3 - 5 years) experience involving frequent public contact in a service or sales capacity is desired.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, contractors and public officials, business representatives, and corporate executives to provide information and promote solid waste disposal services, resolve complaints, submit bids, execute contracts, and follow-up with prospective clients to review proposals. Prepares routine reports and correspondence using proper sentence construction, punctuation, and grammar, in order to ensure completion of jobs.

Manual/Physical: Conducts on-site visits and inspects, monitors and/or evaluates refuse customers to determine service needs. Solicits new business through leads obtained from numerous sources. Operates a City vehicle requiring a standard Class D Arizona Driver's License to make sales calls. Operates a variety of standard office equipment such as a calculator and a personal computer in order to calculate customer charges and to quote rates for refuse removal services.

Mental: Conducts research and/or analyzes facilities and services, rate structure and data. Performs mathematical calculations, collects data, and comprehends and makes inferences from written material. Implements effective marketing techniques such as advertising, development of promotional materials, direct mailing, and personal sales calls. Advises customers of cost-effective methods and responds to customer complaints. Coordinates and implements special projects as needed.

Knowledge and Abilities:

Knowledge of:

City ordinances pertaining to the hauling and disposal of solid waste;
county health codes pertaining to the disposal of solid waste;
general theories and principles of service marketing and public relations; and
principles and techniques of recycling.

Ability to:

evaluate the quality of solid waste services being provided by Mesa or by private solid waste haulers;
determine whether customers are paying for service they do not need (i.e., frequency of pick up or size of container);
handle customer complaints in a professional manner;
conduct follow-up work as necessary for City and private solid waste customers;
estimate the number of pick-up days and the size and quantity of containers needed to meet the refuse disposal needs of the customer;
maintain accurate records and prepare routine reports;
inspect accounts given a County variance through the City of Mesa for compliance on a monthly basis;
work with lost (previous) commercial accounts in an attempt to persuade them to return to City Solid Waste service;
exercise initiative in spotting, approaching, and selling new customers before they have signed with a private hauler;

communicate with and respond pleasantly to a demanding and diverse public;
establish and maintain effective working relationships with City officials, business representatives,
fellow employees and the general public;
communicate both orally and in writing;
interpret codes, rules, regulations, and policies;
utilize promotional brochures and related sales techniques to increase revenue; and
provide cost analyses for City and private solid waste customers.

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: 46

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