

## **SOLID WASTE FOREMAN**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Solid Waste Foreman, under general direction, supervises and directs the activities of personnel responsible for the collection of refuse and recyclables, as well as the repair and/or delivery of refuse/recycling containers. An employee in this class is responsible for creating and approving crew assignments and schedules, ensuring safety and customer service standards are met and reviewing the productivity and quality of work of all assigned personnel. This class is responsible for performing related duties as required.

**Distinguishing Features:** Employees of this class supervise and participate in solid waste collection, and container delivery and repair. The Solid Waste Foreman is responsible for managing and directing the activities of all workers and operators and is expected to exercise considerable initiative and independent judgment to ensure that the quality and quantity of work performed is in compliance with applicable safety standards and operating policies. The Solid Waste Foreman communicates with department staff through email and face-to-face in large open meetings and in confidential settings. On occasion, work requires operating solid waste collection equipment, completing routes, some heavy physical exertion and is frequently performed under adverse climatic conditions. Daily public contact involves answering questions and responding to complaints. The Solid Waste Foreman is supervised by a Solid Waste Operations Administrator who reviews work results through meetings, reports, and data analysis. A Solid Waste Foreman is a critical services position that is expected to work some holidays and flexible hours, which may require a different starting time each day. Work is subject to call-out during off-duty hours or a regular day off. 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. Any combination of training, education, and experience equivalent to considerable (3 - 5 years) field operating experience (example: conducting field inspections, operating equipment, etc.) in a municipal or private refuse collection operation. Two years' operating heavy equipment (5 tons or larger).

**Special Requirements.** Must possess a valid Arizona Class B Commercial Driver's License (CDL), or Intrastate CDL, with no air brake restriction, and valid medical examiner's certificate by hire date.

**Substance Abuse Testing.** This class is subject to Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) drug and alcohol testing as outlined in 49 Code of Federal Regulations (CFR) Part 382.

**Preferred/Desirable Qualifications.** Graduation from an accredited college or university with an Associate's Degree or higher is preferred. Some (6 months - 1 year) experience in a supervisory or lead capacity is highly desirable. Experience operating refuse collection equipment and basic computer skills preferred.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with the general public, other City employees, vendors, and management to respond to questions regarding solid waste services and repairs. Prepares written daily reports, inputs production reports via computer, prepares Fleet support service forms, accident/injury reports, and performance appraisals with clearly organized thoughts, and using proper sentence construction, punctuation, and grammar. Communicates with vendors for the purchasing of equipment and supplies. Coordinates work activities with other City departments, other agencies, or contractors working in City right-of-way. Uses the two-way radio extensively to communicate directives and information. Instructs and trains personnel on new procedures, activities, and safety guidelines. Develops close working relationships with collections personnel to develop and enhance production levels and route standards.

**Manual/Physical:** Reviews the work products of others to ensure compliance with standard operating procedures. Inspects, monitors, and evaluates landfills and Material Recovery Facilities (MRF) to determine compliance with prescribed operating and safety standards for disposing, or handling of solid waste and recyclables. Operates City equipment including rear loaders, front loaders, automated side loaders, and roll-offs requiring a valid Arizona CDL on an emergency, or as-needed basis, to perform Solid Waste vehicle operator duties. Uses common hand tools including a hammer, drill, and screw-driver to repair refuse containers, and make minor adjustments to equipment in the field. Operates a variety of standard office equipment including a personal computer (PC) for routing, to check customer billing and pick up schedules, and to communicate through e-mail. Uses the PC to run daily assignment reports for various units, and to perform daily data entry that is used for production analysis and cost studies. Works with cleaning fluids, agents, and paints while performing bin maintenance. Works in a variety of weather conditions while monitoring refuse collection. Organizes and plans for the setup of operator testing and special events for the department. Meets scheduling and attendance requirements. Works around, or uses, potentially hazardous material requiring the use of specialized equipment.

**Mental:** Plans, organizes, and directs the activities of solid waste collection. Supervises and evaluates the work of subordinate personnel. Outlines work assignments and prioritizes and assigns tasks to operators in a manner that ensures efficient and effective utilization of manpower and equipment. Prepares and updates pick up, delivery, and driver schedules. Facilitates timely completion of daily assignments. May assist in preparation of the section budget; monitor and control expenditures. Assists in the development of optimized routing and production. Learns job-related material through on-the-job training or in a classroom setting. Attends a forty-hour hazardous waste health and safety training course.

### **Knowledge and Abilities:**

Knowledge of:

equipment, tools, and materials used in the collection of refuse, recyclables, and other solid waste;  
the occupation hazards and safety precautions of the work;  
the principles and methods of workload scheduling and planning;  
the forms, procedures, and data collection requirements pertaining to accident investigations;  
the procedures for completing daily report forms, record of customer contact, and Fleet support

maintenance forms;  
Solid Waste Management Department procedures and operational routines;  
purpose and proper use of safety equipment;  
principles and practices of employee safety training;  
procedures for identifying and disposing of hazardous chemicals/materials typically found in households;  
productivity measurements of collecting solid waste;  
the proper use and operation of office equipment, including PC, voice mail, facsimile machine, calculator, copier, etc.;  
database, word processing, spreadsheet and mainframe software; and  
principles of Continuous Quality Improvement (CQI).

Ability to:

evaluate the performance of subordinates, complete performance appraisal forms, and take corrective and disciplinary action when needed;  
review time sheets to verify that time worked by employees is charged to the correct work order number;  
determine what equipment, tools, resources, and materials will be needed to complete assigned projects;  
develop working relationships with collections personnel to oversee completion of daily routes with goal of optimizing productivity and safety;  
balance the daily workload to allow for vacation, sick leave, unexcused absences, and holidays;  
respond to customer contacts by answering questions about solid waste service, arranging for special service for the handicapped and elderly, answering complaints when necessary, delivering containers to new residents, and locating and returning lost barrels to residents;  
maintain an accurate inventory of all refuse containers;  
assemble new containers, and check for quality control to ensure the specifications are met before payment is made;  
decide what type of container a business should have when they use commercial pick up service;  
work with local police departments, the Internal Revenue Service, the Drug Enforcement Agency, and other federal agencies in collecting the refuse of residents who are being investigated;  
determine if an overloaded container is safe to haul or if the customer should be contacted for correction;  
make changes to daily schedule to optimize production and service level;  
answer questions regarding all rate schedules for services;  
determine appropriate and safe roll-off box placements;  
make decisions on equipment repairs;  
assist in designing optimum collection routes and maintain route books;  
keep records of violations of brush ordinances and make follow-up inspections;  
provide customers with quotes for brush pick up when requested, determining which level of service will best meet the customer's needs;  
supervise the pick up of call-ins such as abandoned refrigerators and illegally dumped items that could be an immediate fire hazard;  
monitor all alleys for illegal dumping;  
monitor production levels of route driver to ensure optimum production/customer service;  
manage overtime ensuring minimal expenditure;  
assist in determining the most efficient routing, taking into consideration all variables (number and location of stops for the day, travel time, pick up time, fuel expended, and travel to the landfill, etc.);  
assist in the development and review of specifications for equipment for proper nomenclature,

production levels and safety tolerances;  
order and maintain adequate supplies for assigned personnel;  
provide support services for the commercial and residential areas by cleaning up paint spills and hydraulic oil spills;  
shift personnel to balance resources in all Solid Waste Management areas;  
prioritize projects properly to ensure proper completion of those most critical;  
maintain storage areas which include the appliance area, bins, and barrels;  
recognize and alert owners of wires and poles in need of repair or relocation to eliminate interference with solid waste equipment/operations, and work with the appropriate organizations to solve problem;  
evaluate driving skills of Solid Waste Equipment Operators (both on routes and at landfill) by observation, and to complete evaluation forms;  
promote and enforce all policies and procedures;  
answer inquiries from the public regarding hazardous waste disposal and other Solid Waste services/issues;  
monitor the use and condition of employee protective shoes and other apparel;  
distribute safety equipment, such as shatterproof glasses, gloves, and first aid kits to Solid Waste Management employees, and familiarize personnel with the equipment;  
monitor landfill conditions in order to detect and correct or eliminate hazardous items or conditions that could cause an accident or injury;  
recommend procedural changes to improve employee safety and productivity;  
form problem-solving teams using CQI principles;  
assist in designing new routes and make suggestions to regularly adjust routes as needed to maintain accuracy and optimization of production and balance;  
coordinate and direct numerous teams of operators who must complete their work independently from one another;  
advise personnel of proper service days for any given route and material to be collected, and have a good operational knowledge of refuse, bulk items, green waste and recyclables collection routes;  
direct operators to the appropriate facility for delivery/disposal of their loads;  
work 12-hour days or longer, on occasion, and take part in special activities, such as door-to-door campaigns and community meetings;  
assume multiple duties (bulk items, residential, commercial, etc.) on Saturdays and holidays or any other time as needed;  
adjust routes/schedules prior to operators arriving for duty, distribute assignments and route books as operators check into work daily;  
operate City equipment requiring a CDL; and  
establish and maintain effective working relationships with coworkers and others.

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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