

SOLID WASTE ROUTING SPECIALIST

JOB DESCRIPTION

Classification Responsibilities: A Solid Waste Routing Specialist (SWRS) is responsible for both macro and micro routing of solid waste collection services using investigative and computer-assisted routing techniques/programs to achieve department related goals and operation efficiencies. In addition, the SWRS will obtain facts through an automatic vehicle locating system, onboard fleet management system, perform self-conducted time studies, analyze data, and make decisions or take actions to correct unbalanced routes or to change the type of collection service in a designated area. Employees in this class will be required to operate a light duty vehicle to evaluate newly designed routes and answer customer service inquiries. This class performs related duties as required.

Distinguishing Features: 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 Operations Administrator who reviews work through meetings, reports, inspections, 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. Any combination of training, education, and experience equivalent to considerable (3 - 5 years) experience (preferably field operating experience) in a municipal or private solid waste collection operation.

Special Requirements. Must possess a valid Arizona Driver's License by hire or promotion 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 (*by assignment*).

Preferred/Desirable Qualifications. Prior routing experience preferred. Graduation from an accredited college or university with an Associate's Degree is preferred. Excellent computer skills and proficiency with the Microsoft Office software (example: Excel, Word, PowerPoint, Outlook) and/or Arc Geographic Information Systems (ArcGIS) is highly desirable. Ability to analyze vast amounts of data, produce accurate data, and demonstrate problem-solving skills. Must work well independently and as part of a team.

ESSENTIAL FUNCTIONS

Communication: Communicates ideas and recommendations verbally and through written reports. Produces written documents with clearly organized thoughts. Comprehends and makes inferences from written materials. Communicates with staff when new routes are established and updates route maps as needed. Communicates with the general public when route collection days or times significantly change.

Responds to questions or concerns from the general public regarding route changes or collection conversions. Instructs and trains personnel on designated routes and increased production techniques. Answers customer service inquiries as needed. Operates a 2-way radio to communicate with equipment operators, foremen, and customer service staff to assist with daily customer service inquiries, requests and operation needs.

Manual/Physical: Operates a motor vehicle requiring a standard Arizona Driver's License to perform self-conducted vehicle routing time studies. Operates a variety of standard office equipment including a personal computer (PC) in order to maintain databases, create spreadsheets, and communicate with others. Meets scheduling and attendance requirements.

Mental: Analyzes data to develop optimized routing systems and employs work measurement techniques. Assists in evaluating the performance of solid waste operators to ensure established production and service levels are maintained. Prioritizes assignments to ensure work is completed within appropriate timelines.

Knowledge and Abilities:

Knowledge of:

equipment, tools, and materials used in the collection of refuse, recyclables, and other solid waste; occupational hazards and safety precautions of working in a solid waste environment; solid waste procedures and operational routines; proper use and purpose of safety equipment; principles and practices of employee safety training; productivity measurements of collecting solid waste; refuse, bulk items, green waste and recyclables collection routes (operational knowledge); proper use and operation of office equipment including personal computer, voice mail, fax, calculator, copier, etc.; and database, word processing, spreadsheet, routing, and mainframe software.

Ability to:

determine what equipment, tools, resources, and materials will be needed to complete assigned projects; respond to customers by addressing concerns, answering questions regarding solid waste services, and arranging for special service for the disabled and elderly; advise personnel of proper service days for any given route and material to be collected; work with routing software and on board fleet management system for designing and adjusting collection routes; design optimum collection routes; design new routes and regularly adjust routes as needed to maintain accuracy and optimization of production and balance; maintain approximately 150 route books; assist in monitoring production levels of route drivers to ensure optimum production/customer service; determine the most efficient routing considering all variables, (example: number and location of stops for the day, travel time, pickup time, fuel expended, and travel to the landfill/Material Recovery

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Facilities [MRF], etc.);

order and maintain adequate supplies for assigned duties;

promote/enforce all policies and procedures;

recommend procedural changes to improve employee safety and productivity;

form problem solving teams, as needed;

coordinate and direct (in conjunction with Solid Waste Foremen) numerous teams of operators who must complete their work independently from one another;

work overtime, as needed, and take part in special activities, such as door-to-door campaigns and community meetings; 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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JOB FCTN-TEC

INCREMENTS 62-200

PAY RANGE: 46

IND-9403

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