

SOLID WASTE OPERATIONS ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: The Solid Waste Operations Administrator, under general direction, supervises and directs the activities of the commercial and residential collections areas in the Solid Waste Department. The incumbent coordinates personnel, material, contracts, and equipment allocations and ensures development projects are designed for safe solid waste collection and compliance with environmental laws. Work also involves assisting in the preparation and management of the section's operation and maintenance budget, contract requirements, and the preparation of reports. This class is responsible for performing related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. The Solid Waste Operations Administrator can be distinguished from the next lower level of Solid Waste Foreman by the full-supervisory and budget preparation and monitoring responsibilities of the former. Additionally, the incumbent is responsible for the overall planning, goals, operations, and programs for the commercial and residential areas within the Solid Waste collections section. Employees must be available on a 24-hour basis to cover emergency situations. This class is supervised by the Deputy Solid Waste Director through meetings, conferences, and end results achieved. This class is FLSA exempt-executive.

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 graduation from an accredited college or university with an Associate's Degree in Public or Environmental Health, Business or Public Administration, or a related field. Considerable (3 - 5 years) administrative and supervisory experience in a municipal refuse collection operation.

Special Requirement. Must possess a valid Class D Arizona Driver's License by hire date. Must complete Department of Transportation (DOT) Reasonable Suspicion Training for supervisors within 30 days of supervisory assignment of DOT safety sensitive employees.

Substance Abuse Testing. None.

Preferred/Desirable Qualification. Graduation from an accredited college or university with a Bachelor's Degree is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, contractors, and public officials in order to provide solid waste services to customers in the City. Instructs and trains subordinates and/or customers in a classroom setting regarding safety, customer service, solid waste operations, and/or proper disposal of refuse and recycling. Prepares policies,

procedures, operations, safety guidelines, justifications (program budget), personnel recommendations, revenue reports, sales reports, and program reviews and/or analyses with clearly organized thoughts in order to provide operational needs or updates, communication with customers, vendors and contractors, program analysis and/or development, personnel actions, etc.

Manual/Physical: Reviews the work products of others to ensure compliance with standard operating procedures, federal regulations (proper operation of solid waste vehicles, bridge law, etc.), and state regulations (proper hauling of solid waste and recycling, Motor Vehicle Division rules, etc.). Inspects, monitors, and evaluates information and work-related conditions concerning the solid waste operation to determine compliance with prescribed operating, safety, Arizona Department of Transportation (ADOT) regulations, etc. Operates a sedan or pickup requiring a standard Class D Arizona Driver's License to inspect and monitor work-related conditions in the field to determine compliance with prescribed operating and safety regulations. Operates a variety of standard office equipment (examples: copy machine, facsimile machine, etc.). Enters data or information into a personal computer (PC) in order to retrieve information related to production, electronic mail, customer service, and/or sales. Prepares and updates maps and graphs to update supervisor and management on areas, activities, personnel, and equipment.

Mental: Plans, organizes, and directs the activities of solid waste collections operations to minimize cost and maximize revenue. Supervises and evaluates the work of subordinate personnel involved in the collection of solid waste and recyclables. Prioritizes and assigns work to personnel and prioritizes own work (examples: daily solid waste operation, service routes, damage repairs, barrel program, and solid waste sales). Resolves procedural, operational, and other work-related problems (personnel issues, equipment needs, customer service) by interdepartmental coordination. Coordinates work activities, program functions, and programs within commercial and residential areas with other City departments, and other cities. Develops department policies, short- and long-term objectives, safety and operational procedures, and long-range planning for commercial and residential areas. Performs mathematical calculations, statistical computations, financial, and/or cost analyses regarding route efficiencies, customer sales, operational cost projections, and overtime. Assists in preparing the section budget by providing information related to the needs of the department, personnel, and equipment. Comprehends and makes inferences from written material (budgets, equipment specifications, department procedures) to complete daily and future operational needs. Reviews pilot program and program updates. Understands layouts to review subdivision and/or commercial plans for accessibility of collection vehicles to perform solid waste collection services. Estimates labor and material costs from operations plans for new solid waste programs.

Knowledge and Abilities:

Knowledge of:

the principles and methods of workload scheduling and planning;
equipment, tools, and materials used in the collection of refuse and other solid waste;
the principles and methods of budget preparation and monitoring;
the purpose and methods of employee performance and training needs evaluations;
the hazards and safety rules and precautions associated with solid waste collection and containment;
the forms, procedures, and data collection requirements pertaining to accident investigations; and
program management and strategic planning methods.

Ability to:

make recommendations on personnel within the commercial and residential areas, including: hiring, evaluating, discipline, and recognition;

make independent decisions and problem solve issues that impact areas of responsibility;

coordinate training for subordinate staff;

schedule collection vehicles for minor body repair and/or painting done by bin maintenance employees;

review performance appraisal forms prepared by subordinate foremen in order to make certain that the ratings given are consistent with departmental policy;

monitor and follow-up on complaints related to permitted and non-permitted haulers;

plan, coordinate, and control the productivity of assigned solid waste areas;

establish work performance standards and operating procedures;

review work in progress or upon completion to ensure conformance with plans and specifications;

order necessary materials and equipment and assist in the development and/or updating of equipment specifications;

initiate disciplinary action, as necessary;

coordinate the activities of all subordinates to ensure customer satisfaction;

work with City personnel, contractors, customers, and the general public to prevent, resolve, or minimize solid waste-related problems;

effectively analyze and resolve operational and procedural problems;

prepare recommendations on personnel, supplies, and equipment needs for the budget, and monitor expenditures in assigned areas;

work with multiple business systems to track and analyze data to improve service delivery, customer experience, employee safety, route efficiency, and other job performance expectations using a variety of technology hardware and software solutions;

express ideas clearly, analyze and evaluate information and data accurately, and make written reports;

detect unsafe working conditions associated with refuse and other solid waste collection;

complete daily reports in order to document each vehicle's actual use, down time, stand-by time, mileage driven, number of loads, and total tons hauled;

complete daily reports in order to document each operator's work hours on individual equipment, paid hours, routes, and time spent on each route;

coordinate solid waste collection activities with the activities of other sections, departments, and outside agencies, private firms, and customers;

assist as a team member in special studies and/or pilot projects related to solid waste management practices and make recommendations from analysis;

review and approve work assignments for the commercial and residential areas;

interpret and enforce City codes covering solid waste collection and storage practices, and health and environmental regulations for both private and public operations; and

integrate new programs into existing operations.

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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