

# Marion County Board of County Commissioners

## POSITION DESCRIPTION



*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **SOLID WASTE DISPATCHER**

**Department:** Solid Waste  
**Pay Grade:** 104  
**FLSA Status:** Non-Exempt  
**Job Class:** 6082  
**Risk Code:** 8810

#### **JOB SUMMARY**

Responsible for receiving requests and dispatching appropriate staff or units in response to Solid Waste service requests.

#### **ESSENTIAL JOB FUNCTIONS**

- Receives and prioritizes all requests for services in unincorporated areas and other areas as required of Marion County.
- Records nature of service requests, communicates with staff in the field, and dispatches personnel and equipment.
- Maintains all manual and digital files and spreadsheets for tracking of all data pertinent to dispatch functions and activities.
- Communicates with recycling centers to create daily reports.
- Communicates with vendors to schedule service for refrigerant removal and textiles pick-ups.
- Maintains complete status of all on-duty collections personnel locations and activities.
- Maintains records for Salvation Army workers and communicates as necessary with probation officers.
- Receives all departmental calls during staff and administrative meetings and on weekends.
- Maintains appropriate communications with other departments and agencies where dispatch activities require efficient coordination of multiple resources.
- Practices a safety-first policy in the work environment. Adheres to established safety and health policies and procedures to ensure a safe environment for customers, other workers, and self.
- Serves as a department safety committee member as required.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Serves as a department safety committee member as required.

- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

### **SUPERVISION**

This position has no supervisory responsibilities.

### **QUALIFICATIONS**

#### **Education and Experience:**

High school diploma or equivalent; and one (1) to three (3) months' related experience as dispatcher in a transportation related industry ; or an equivalent combination of education and experience.

#### **Licenses or Certifications:**

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Requires FEMA NIMS IS-100, IS-200, IS-700, and IS-800 Certifications within six (6) months of appointment.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively one-on-one with customers and employees of the organization.
- Ability to add and subtract two-digit numbers and multiply and divide with tens and one hundreds.
- Ability to perform these operations using units of weight measurement, volume, and distance.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to exercise some judgment in selection of procedures, methods, tools, or equipment to own work to accomplish tasks.
- Knowledge of geographical features of Marion County and landmarks, location and responsibilities of County and State agencies.
- Knowledge of computers and other office equipment and software programs for efficient data collection and data entry into established reports or spreadsheet programs.
- Knowledge of Microsoft Word, Excel, and Outlook programs.
- Ability to maintain composure in stressful situations and to remain calm during emergencies.

- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

**PHYSICAL DEMANDS**

The work is sedentary work which requires exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. While performing the duties of this job, the employee will regularly be required to stand, walk, and sit; and will frequently be required to use hands to finger, handle, or feel, reach with hands and arms, and talk or hear.

**WORK ENVIRONMENT**

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

***Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

***E.O.E.*** Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.