

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.

SCALE OPERATIONS SPECIALIST

Department: Solid Waste
Pay Grade: 206/207/208
FLSA Status: Non-Exempt
Job Class: 6038
Risk Code: 7590

JOB SUMMARY

Responsible for providing front-line customer service to a multifaceted clientele base while following and maintaining established standards, auditing in the computerized weighing activities, and the collection and accounting of tipping fees at the County's Solid Waste Facility.

ESSENTIAL JOB FUNCTIONS

- Operates computerized scales in a timely manner to promote quality customer satisfaction while weighing both commercial and private vehicles.
- Determines specific information about each load then directs customers to appropriate disposal or recycling areas and inspects loads for hazardous waste.
- Utilizes an extensive library of specific codes for the purpose of charging the proper material fee as well as statistical waste tracking for DEP and other reporting
- Collects tipping fees and makes change for cash transactions. Processes credit, debit, and Paymentus transactions via computerized terminal.
- Reconciles cash drawer, balances receipts, and closing reports and performs basic bookkeeping functions daily to process and account for Solid Waste revenue.
- Accesses multiple computer programs to research tax roll and other necessary information needed to perform the daily requirements related to scale duties.
- Communicates vital information to the Transfer station and Landfill Operators or Supervisors to ensure safety and accurate disposal procedures.
- Works efficiently and accurately in an atmosphere of frequent interruption, multi-tasks in a fast-paced environment, maintains composure, and remains calm during stressful or demanding situations.
- Generates manual scale tickets for all commodity loads that Solid Waste Collection vehicles transport to the recyclers.
- Checks scale transactions for accuracy and makes corrections as necessary.
- Makes entries on daily logs and tracking forms. Generates computerized tonnage and commodity reports as needed.

- Enters required data such as miles walked, crew size, areas cleaned on all Litter Program, Special Projects, Sherriff, and D.O.C. account transactions.
- Provides information and responds to inquiries or complaints from the public, co-workers, and other departments.
- Serves as a Spotter at the working face of the landfill or in the transfer station as needed.
- Attends classes and meetings for training certification or continuing education credits to meet safety and other mandatory requirements.
- 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.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position occasionally functions as a lead worker for a small group of employees (one to four) in the absence of a designated lead position. Provides guidance, advice, assistance or review the work product of other operators.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; and two (2) years' related experience in customer service or related field; 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 Hazardous Waste Spotter Certification through UF TREEO or the ability to obtain within six (6) months of appointment.

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

QUALIFICATIONS

Requirements	Specialist 1	Specialist 2	Specialist 3
Licenses	Valid Florida Driver's License	Valid Florida Driver's License	Valid Florida Driver's License
Education	HS Diploma/GED	HS Diploma/GED	HS Diploma/GED
Training/Competencies	<p>2 Years related experience in customer service or related field.</p> <p>Competencies based on web-based testing:</p> <p>Cash handling 10-Key Keyboard Typing</p>	<p>Successful completion of SOS1 requirements, knowledge and experience.</p> <p>Proficient with scale house software, cash management, data entry and reporting.</p> <p>Ability to evaluate, calculate, and collect fees, prepare deposits, and process refunds as necessary.</p> <p>Ability to research correct ticket and coding errors.</p>	<p>Successful completion of SOS2 requirements, knowledge and experience.</p> <p>Ability to adequately train new staff members.</p> <p>Ability to lead and direct others as needed in the absence of supervision.</p> <p>Ability to compile and generate reports for scale house activity as necessary.</p>
Certifications	<p>Hazardous Waste Spotter within 6 months National Incident</p> <p>Management System (NIMS) within 6 months: IS-100, IS-200, IS-700, IS-800</p> <p>County required training per Employee Handbook or other mandated training within 1 year</p>	<p>In addition to SOS1, the following certifications are required:</p> <p>Training Classes: Customer Service, Handling Customer Complaints</p>	<p>In addition to SOS2, the following proficiencies are required: Microsoft Word, Excel, Outlook</p>
Minimum Experience	N/A	1 year as SOS 1	3 years as a SOS 2
Pay Grade	206	207	208

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 calculate figures and amounts to such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.
- Ability to apply concepts of basic algebra and geometry.
- 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 computers and other office equipment (e.g., current operating systems, software applications, e-mail, and basic spreadsheets).
- Ability to communicate tactfully and courteously with members of the general public.
- Ability to train new employees on the computerized scale system.
- Ability to learn, retain, and apply a variety of department specific information.
- 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 light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. 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 in various indoor and outdoor environments. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts and in outdoor weather conditions; and will regularly be exposed to fumes or airborne particles and toxic or caustic chemicals.

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.*