

COLLIER COUNTY, FLORIDA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: SUPERVISOR - LANDFILL OPERATIONS

PURPOSE OF CLASSIFICATION

The purpose of this classification is to supervise activities involving landfill scale house operations, solid waste customer service, landfill solid waste investigations, and related activities.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; schedules and/or conducts staff training activities. Makes hiring recommendations. Reviews applications of prospective department employees; conducts applicant interviews and makes personnel recommendations including appointments and termination.

Oversees daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.

Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.

Consults with supervisor, department management, or other officials to review operations/activities, review/resolve problems, receive advice/direction, and provide recommendations.

Supervises and performs landfill scale house operations; supervises and performs revenue collection and customer service; oversees staff in accurately scaling/weighing trucks, identifying truck contents, and directing trucks to appropriate locations; conducts daily waste stream review and analysis; oversees periodic load spotting at landfills; checks tonnage reports and load requirements to ensure customers qualify to take trash to landfill; supervises preparation of, appraises and validates monthly operations reports of number of trucks scaled, tonnage, and monies collected; performs on-site customer conflict resolution.

Supervises and performs scheduled maintenance and inspection of landfill facilities including; scalehouse, roadways, drainage and retention ponds, gates, perimeter fences, security equipment, scales, water and sewer equipment and other equipment associated with landfill property. Provides daily and weekly inspections of landfill facilities; regularly monitors the environment at the Landfill to ensure compliance with all permits, rules and regulations; ensures contractual and regulatory compliance while protecting health, safety, and welfare at the Landfill and in the surrounding community.

Supervises and performs activities involving waste analysis and spotters; conducts assessment and analysis of Construction & Demolition (C&D) and other waste stream at gate; determines types of waste in loads; directs contractors on proper handling of waste depending on composition, such as recycling process or land fill.

Supervises and performs activities involving solid waste customer service; monitors customer service activities to ensure calls are logged into the computer and resolved in a timely manner; ensures customer satisfaction with service; conducts surveys of customers requesting service, records findings, and prepares reports of customer service and employee and contractor relations; ensures that new customers are added to the inventory for established haulers; resolves disputes between franchisee and customers.

Supervises and performs hazardous waste center operations; oversees hazardous waste center and ensures compliance with federal/state guidelines; provides customer service; supervises site operations during normal working hours; maintains the County, residents' and commercial companies' waste manifests.

Establishes and maintains positive relations with internal and external customers; defines and ensures implementation of professional customer support, including answering of phones in a prompt and professional manner; responds to customer calls and letters, establishes new accounts with Utility Billing and Customer Service (UBCS) for new customers and strives to improve relations with customers to meet Solid Waste Management customer requirements.

Assists with preparation of short term and long range management plans; recommends department goals and objectives; ensures efficient and effective landfill performance and scalehouse operations for accountability.

Supervises and performs activities involving solid waste investigations; ensures prompt response to requests for investigations; ensures prompt resolution of cases involving health hazards.

Supervises capital improvements; oversees all necessary capital improvements for hazardous waste center and scale houses; works with engineers and regulatory agencies to ensure compliance of improvements; oversees safety improvements, ensuring compliance with requirements of Americans with Disabilities Act (ADA).

Oversees quality assurance, quality control, and technical support activities; monitors daily activities of landfill operations; monitors electronic reporting and performance measures. Evaluates and determines proficiency level of section services and assigned personnel; identifies areas requiring improvement; formulates and executes action plans to correct deficiencies.

Assists with development of and implements standard operating policies and procedures; reviews and evaluates work methods and safety practices; updates guidelines according to federal, state, or local legislation.

Assists in the development and submission of annual section budget; assists with forecasting additional funds required for staffing, equipment, materials, and supplies; administers approved budget and monitors operational expenditures for budget compliance.

Monitors inventory of equipment and supplies; ensures availability of adequate materials to conduct work activities; initiates orders for new/replacement materials; ensures proper maintenance and calibration of scales; ensures proper maintenance of generator to prevent equipment damage during power failures; monitors equipment operations to maintain efficiency and safety.

Supervises and ensures collection and depositing of revenues with Utility Billing and Customer Service; ensures accuracy of daily revenue deposits; performs daily checks and balances of all receipts. Provides daily and weekly reports of accountability for funds collected and balanced to register receipts; reports any losses or abnormalities immediately.

Performs administrative tasks; develops work schedules to ensure adequate coverage; administers landfill contracts and ensures regulatory compliance of contracts; researches new software to improve landfill productivity.

Prepares or completes various forms, reports, correspondence, performance appraisals, productivity reports, investigation records, spreadsheets, or other documents.

Receives various forms, reports, correspondence, time cards, landfill reports, hauler complaint reports, , contracts, policies, procedures, laws, statutes, regulatory notices, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a personal computer, general office equipment, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, desktop publishing, e-mail, Internet, or other computer programs.

Communicates with supervisor, employees, other departments, County officials, commercial haulers, vendors, the public, state/federal agencies, outside agencies, and other individuals as needed in order to review, evaluate and comprehend assigned responsibilities and work activities; reviews work status, exchanges information, resolves problems, or gives/receives advice/direction.

Attends and conducts departmental staff meetings; attends workshops and training sessions as appropriate; serves on, special panels, boards, and/or committees.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new trends and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

Performs work functions associated with planning for and responding to emergency disaster relief including but not limited to hurricane debris recovery efforts, establishing debris staging sites, participating in debris collection activities and procuring vendors for hurricane recovery.

ADDITIONAL FUNCTIONS

Answers the telephone; provides information, guidance and assistance; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary.

Substitutes for other supervisors and/or co-workers in the latter's temporary absence; provides guidance, training, and/or assistance to other department personnel.

Provides assistance to other employees or departments as needed. Enforces applicable laws and regulations and providing protections and aid to the County employees and citizens.

In the event of declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.

MINIMUM QUALIFICATIONS

Vocational/Technical degree with training emphasis in landfill operations; supplemented by three (3) years previous experience and/or training that includes landfill operations, solid waste operations, contract administration, and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess the ability to obtain and maintain a valid Manager of Landfill Operations (MOLO) Certified Landfill Operator certification. Must possess the ability to obtain and maintain valid Landfill Spotter certification.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

Leadership:

Customer Service:

Financial Accountability:

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Collier County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.