

## SOLID WASTE CUSTOMER SERVICE ASSISTANT

### NATURE OF WORK

This is responsible, clerical, and public contact work providing specialized services to customers using the landfills.

Work involves responsibility for processing all waste loads entering the landfills in accordance with established policies and procedures, responding to questions from customers, and maintaining a variety of records related to waste loads entering the landfills. General supervision is received from the Landfill Gatehouse Supervisor with work being reviewed in the form of work methods, reports submitted, and results achieved.

### EXAMPLES OF WORK PERFORMED

Enters customer transactions into the computer, generating a ticket that includes customers name, whether transaction is cash or charge, vehicle number or description, type of waste, weight of load, and tipping fees for that particular load.

Processes special waste loads to ensure generator and hauler have met the specifications required by their permit; informs landfill equipment operators regarding special waste load; completes special waste log sheet that includes date, time, and waste received, ticket number, weight of load and type of waste contained in load; enter all information on the computer; updates waste log form annually when new special waste permits are issued.

Generates and verifies waste shipment record for asbestos that includes how many bags, barrels, and wraps the hauler has on the load; calculates the weight of the bags, barrels, and wraps and records this information on the waste log; distributes copies of waste shipment record to proper persons.

Re-weighs trucks and roll off boxes according to State law, records information on a re-weigh sheet, and enters into both computer and customer account book.

Completes registration form for new vehicles, to include make and type of vehicle, company number, tare weight, license plate number, and number of cubic yards vehicle holds; enters registration information into the computer; replaces and deletes old registration stickers.

Runs daily report from information generated on the computer, runs daily batches and close reports, updates all records in the files, verifies and updates information related to landfill accounts annually.

Responds to questions from customers as to hours of operation, fees, and rules and regulations at the landfills; answers questions from generators and haulers regarding special waste; sets up appointments for asbestos or special waste that requires prior notice.

Prepares bank deposit slip for daily receipts and does bank runs for change during operating hours; checks tickets and reports to verify computations, dates and numbers, and that

tickets are completed in full; balances cash register drawer prior to end of shift.

Provides necessary training for newly hired staff, keeps procedure manual up to date, monitors inventory, and ensures adequate supplies are available.

Checks loads to verify materials being presented for disposal into the landfills, enters special waste permit data in the database correctly, and updates information for customer accounts.

Maintains contact with 911 dispatch, or other authorized emergency personnel, in case of fire or accident.

Performs related work as required.

#### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of standard computer keyboard configurations and ability to access, interpret, and record information using a video display terminal and electronic keyboard.

Considerable knowledge of methods used to handle, receipt, record, and maintain records of money received and disbursed.

Knowledge of the practices and methods used in the maintenance and operation of the landfill gatehouses.

Knowledge of record-keeping methods.

Knowledge of types of loads.

Ability to calculate weight of loads and assess fees according to fee schedules.

Ability to visually distinguish truck and load types for assessing proper fees.

Ability to properly identify hazardous waste and other non-permitted waste.

Ability to interpret rules, regulations, and policies and to make decisions in accordance with established precedent.

Ability to establish and maintain effective working relationships with co-workers and the general public.

Ability to accept and respond to questions from customers, both in person and over the phone.

Ability to handle complaints courteously and tactfully.

Ability to communicate effectively, both orally and in writing.

Ability to access, interpret, and record information through the use of a video display terminal and electronic keyboard.

Ability to learn and apply the specialized knowledge and information needed for the position.

#### MINIMUM QUALIFICATIONS

Graduation from high school or equivalent and six months of experience in public contact-related work, handling money, and in the use of a video display terminal and electronic keyboard; or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.

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