

## LANDFILL GATEHOUSE SUPERVISOR

### NATURE OF WORK

This is responsible supervisory and administrative work coordinating the customer service and business functions at solid waste management facilities. Work involves responsibility for coordinating and supervising the business operations of the landfill gatehouses at solid waste management facilities, and for planning, scheduling and supervising the work of subordinate gatehouse employees. The employee exercises considerable independent judgment in the deposition of routine work and in handling complaints and providing information to the public and businesses served. General supervision is received from an administrative superior with work being reviewed in the form of work methods, reports submitted, and results achieved. Supervision is exercised over subordinate Gatehouse Attendants.

### EXAMPLES OF WORK PERFORMED

Coordinates and supervises the daily functions of the landfill gatehouses; makes recommendations regarding operating procedures.

Verifies payroll for employees assigned to the gatehouse operations; reviews and approves employee work schedules and leave requests in order to ensure qualified employees are present for all operating hours; participates in interviews for hiring subordinates; completes annual performance evaluations and recommends disciplinary actions; participates in formation of policies and procedures regarding customer service and business functions.

Oversees all business transactions; ensures cash is secure during and after facility operational hours; oversees the maintenance of customer accounts; monitors the day end balancing of the cash; ensures gatehouse security; responds to after-hours intrusion alarms.

Assists in reconciling account status for vendors providing supplies and services to the solid waste management division.

Oversees the acceptance of locally permitted special wastes; ensures handling criteria is communicated to operations employees; documents generator, quantities and hauler information.

Determines and collects fees; receives money in payment; issues receipts.

Informs operations employees of unacceptable or permitted waste loads; screens for hazardous wastes; directs loads toward appropriate disposal or processing area.

Distributes appropriate information to the general public regarding operational policies and procedures, special waste permitting requirements, and business policies and practices.

Assists in analyzing business and waste acceptance trends using database queries and spreadsheet charts and graphs.

Uses video surveillance systems to determine load contents and monitor customer activity in unstaffed areas of the facility.

Performs all the duties required of subordinate Gatehouse Attendants.

Assists with traffic direction in case of fire or accident, or other unusual interruption of facility operations.

Performs related work as required.

#### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of recording information using a computer or other electronic devices.

Thorough knowledge of basic record-keeping methods.

Thorough knowledge of business methods and practices used to maintain charge accounts, maintain records of money received and disbursed, and prevent theft.

Ability to assess weight based and count based charges according to fee schedule.

Ability to visually distinguish vehicle types and waste types for assessing proper fees.

Ability to properly identify hazardous waste and other banned or other unaccepted wastes.

Ability to interpret written policies, procedures, and practices, and to make decisions in accordance with established precedent.

Ability to plan, coordinate and supervise the work of subordinate employees.

Ability to plan, organize and direct the operation of the gatehouses.

Ability to establish and maintain effective working relationships with the general public, customers, vendors/contractors and other divisional and departmental employees.

Ability to respond to complaints courteously and tactfully and create solutions to avoid future concerns.

Ability to communicate effectively both orally and in writing.

Ability to record information using a computer or other modern electronic capture device.

#### MINIMUM QUALIFICATIONS

Graduation from high school or equivalent and four years of experience in customer service related work and handling change and cash transactions or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

#### NECESSARY SPECIAL REQUIREMENT

Possession of a valid driver's license when operating a vehicle is necessary to the satisfactory performance of assigned duties.