

GATEHOUSE ATTENDANT I

NATURE OF WORK

This is clerical, public contact work providing specialized services to customers utilizing the landfills and the maintenance of related records.

Work involves processing all waste loads entering the Landfill 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 through conferences and effectiveness of services provided.

EXAMPLES OF WORK PERFORMED

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

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

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 on the waste log; distributes copies of waste shipment record to proper persons.

Reweighs trucks and rolloff boxes according to State law; records information on a reweigh sheet and enters into 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 vehicles holds and enters in computer; replaces and deletes old registration stickers.

Processes bills from vendors in order to generate payment vouchers; distributes vouchers and accompanying information to auditing for payment.

Runs daily report from information generated on the computer; runs daily batch and close reports; updates all records in the files and backups day's work; verifies and updates information related to Landfill accounts annually.

Responds to questions from customers as to hours of operation, fees, 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.

Balances cash drawer at end of day; completes deposit slip and takes deposit to bank; picks up deposit bags and change as needed for cash drawer; opens cash drawer and ensures proper amount is present.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

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

Knowledge of basic record-keeping methods.

Ability to calculate weight of loads and assess fee according to fee schedule.

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 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 standard computer keyboard; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.