

GATEHOUSE ATTENDANT II

NATURE OF WORK

This is responsible supervisory, clerical and public contact work assisting in the coordination of activities of the landfill gatehouses.

Work involves responsibility for assisting in the coordination and supervision of the operations of the landfill gatehouses and for assisting in the planning, scheduling and supervising of subordinate gatehouse employees. General supervision is received from the Landfill Gatehouse Supervisor with work being reviewed in the form of work methods, reports submitted and results achieved. Assists in the supervision of subordinate Gatehouse Attendants.

EXAMPLES OF WORK PERFORMED

Coordinates and supervises the daily functions of the landfill gatehouses in the absence of the Landfill Gatehouse Supervisor; provides input regarding methods, budget allocations, leave requests, ratings and disciplinary actions; assists with hiring and training of employees.

Prepares payroll and monthly staff schedules for review and approval of Landfill Gatehouse Supervisor.

Prepares bank deposit slip for daily receipts and does bank runs nightly and for change during operating hours; checks tickets and reports to verify computations, dates and numbers and that tickets are completed in full; oversees processing of requisitions and payment vouchers by staff; reconciles statements by vendors; balances cash register drawer prior to end of shift.

Provides computer and other necessary training for staff; keeps procedure manual up-to-date; monitors inventory and ensures supplies are ordered on a timely basis.

Checks loads to verify types of materials being hauled to the landfills; monitors entering of special waste permits and data so that information is recorded in the database correctly; supervises processing of information for customer accounts so that it is accurate and up-to-date.

Performs all the duties required of subordinate Gatehouse Attendants.

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 basic record-keeping methods.

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 types of loads.

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

Ability to plan, coordinate and assist in the supervision of subordinate employees.

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.

MINIMUM QUALIFICATIONS

Gradation from high school or equivalent and two years of experience in public contact-related work, handling money, and in the use of a video display terminal and electronic keyboard plus six months of experience in a supervisory capacity; 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.