

COUNTY OF SANTA BARBARA

REFUSE CHECKER, SENIOR

EST: XX.23

DEFINITION: Under general supervision, serves as the lead Refuse Checker at an assigned work site; works directly with customers to resolve compliance issues; ensures cash drawers and deposits are accurately balanced; troubleshoots refuse site software system; provides day to day technical supervision; provides input to the supervisor on staff performance and site issues; inspects incoming load composition while operating a platform scale; determines appropriate fees, collects payment, and reconciles disposal fees; directs and controls vehicular traffic; enforces refuse ordinances and safety rules; and performs related tasks as required.

DISTINGUISHING FACTORS: The classification of Refuse Checker, Senior is distinguished from the Refuse Checker classification by the responsibility for day to day technical supervision at a specific work site; serving as the point person for compliance issues; coordinating with supervisor on site issues and providing feedback on staff performance; and performing more complex administrative tasks. This classification is distinguished from Refuse Checker, Supervising by the latter's responsibility for functional and technical supervision of all staff performing the refuse checking function across all work sites.

EXAMPLES OF DUTIES:

1. Serves as the lead Refuse Checker at a specific work site (can vary); provides onsite technical and day to day supervision to Refuse Checker team; acts as a point of contact for sick call-outs; provides documentation on performance and training needs to the Refuse Checker Supervisor; creates and updates schedule as needed at assigned facility; and assists the Refuse Checker Supervisor with duties as necessary.
2. Provides excellent customer service; handles customer service escalations and works to resolve customer issues; works with customers to resolve any compliance issues; researches customer inquiries about past transactions; and assists customers on-site by referring and providing point of contact information for their account or permitting needs.
3. Ensures customer compliance with state laws and regulations regarding debris disposal and hazardous materials regulations and organizes and containerizes hazardous waste for disposal within the approved state guidelines (based on provided training).
4. Performs complex administrative tasks related to role; enters data into the computer system; analyzes scale house transactions to confirm data accuracy; provides tonnage data to Division as needed; maintains assigned facilities Red Book; provides onsite voids to fellow Refuse Checkers as needed; provides replacement tickets for account holders; audits team member transactions to ensure that cash drawers and deposits are accurately balanced; troubleshoots applicable refuse processing software; refers more complex problems to programmer and follows direction to bring system on line; and responds to system down time by converting to manual accounting systems.
5. Remains up to date on the varying procedures for multiple work sites and is able to switch between sites as business requires.
6. Directs customers to proper unloading location; determines types of material in customer's vehicle; weighs incoming and outgoing commodities in refuse vehicles, and calculates and collects disposal fees from customer; handles cash, check, credit card or charge transactions and make correct change; explains disposal fees to customers; operates automated and/or manual cash and charge registering system; issues receipts; observes all established policies and procedures for proper cash handling; reconciles and prepares reports and maintains proper receipt records; balances cash drawer at the end of the work shift; prepares and makes daily bank deposits; and estimates and buys daily cash and change requirements.
7. Reviews and enforces refuse ordinance and facility safety rules; inspects loads for unacceptable materials; prevents unloading of illegal, hazardous, or toxic materials by explaining regulations to customers; removes various items (i.e., computer monitors, tires, televisions, etc.) from the waste stream; identifies and documents illegal dumping or other hazardous materials incidents; and alerts management and provides information on person(s) responsible for illegal dumping.

8. Directs and controls refuse vehicle traffic at transfer stations and landfills to designated areas; coordinates vehicle parking with equipment operators; coordinates loader operation with traffic flow; and maintains contact with scale house and other operational personnel while on the pad to ensure effective site operations.
9. Performs related duties as assigned.

EMPLOYMENT STANDARDS:

1. Three (3) years of experience involving estimating weights and collecting fees for refuse materials; or,
2. Two (2) years of experience performing duties equivalent to the class of Refuse Checker with Santa Barbara County; or,
3. A combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.

Additional Qualification: Possession of a valid California Class C Driver's License.

Knowledge of: basic math to balance cash register receipts to funds received; U.S. currency to make change; and basic computer operations and applications; volume weight relationships of various types of refuse and vehicles; safe work practices and regulations; proper unloading procedures; traffic direction techniques and methods; applicable departmental and regulatory/compliance policies; operational processes at all transfer stations and landfills; transaction input and report exporting in Soft-Pak; Microsoft Office (Outlook, Excel, Word); customer service principles and practices; and effective communication techniques and strategies.

Ability to: read and apply appropriate safety rules and ordinances; maintain accurate records of materials and funds received and safety training provided; identify illegal, hazardous, or toxic materials and substances; use an automated cash register; communicate by two-way radio; correctly read platform scales; understand Soft-Pak transaction data reports and identify errors within them; accurately correct identified transactional errors; delegate daily workload fairly amongst staff; create effective work schedules; understand and perform full close process (from the register to the SWAR document); research transactions for customers, determine validity and resolution of transaction issues; deal tactfully and effectively with the public; use good judgement in variable situations with staff and the public; establish and maintain effective working relationships with co-workers; handle multiple tasks simultaneously; organize work and set priorities; follow verbal and/or written instructions; use various computer applications for records maintenance and report generation; learn and apply principles of diversity, equity, and inclusion; learn and apply principles and practices of supervision; write simple memos using correct grammar, punctuation, and spelling; and conduct training on work procedures and safety practices.

DESIRABLE QUALIFICATIONS: Ability to speak Spanish.

SUPPLEMENTAL INFORMATION: Incumbents are required to: work rotating shifts, rotating work locations, holidays, and weekends; stand on hard surfaces up to 4 hours; and may be exposed to unpleasant field working conditions, including rainy, cold, windy, or hot weather. In addition, incumbents are required to move items weighing 40 pounds or more (i.e., computer monitors, large tires, televisions, etc.).