

MAJOR FUNCTION

This is responsible managerial, administrative and supervisory work directing the operational sub-units of the Solid Waste Department that provide daily residential and commercial solid waste collection and disposal services to City of Tallahassee residents and businesses. General directions are received from the Manager-Solid Waste Operations, but the incumbent is responsible for managing dedicated resources to meet established production standards and service levels and must resolve related customer complaints. Work is reviewed through reports, observation and results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Provides supervision and direction to first line supervisors, technicians and administrative support staff in all sub-units of the Operations Division. Communicates production and service level standards to first line supervisors and monitors progress toward achieving stated goals. Assists first line supervisors in developing employee performance standards to support customer service goals. Promptly addresses customer needs and inquiries to ensure expectations are consistently met. Assists in the development of operating budgets for operational service area and assures approved budget directives are properly implemented. Monitors and manages vehicular performance and recommends improvements or changes to fleet acquisitions. Coordinates and plans service delivery for special events. Reviews plans from developers and business establishments to ensure the adequate placement of solid waste and recycling containers. Maintains records and prepares reports, as required. Coordinates the collection of program data, analyzes data and recommends programmatic changes for increased efficiency. Recommends the hire, transfer, advancement, discipline, grievance resolution and discharge of assigned personnel. Conducts required performance management meetings with assigned staff, completes performance evaluation forms and recommends the approval or disapproval of merit. Performs related work as required.

Other Important Duties

Keeps abreast of technological changes in area of responsibility. Schedules assigned staff for developmental/training opportunities as necessary. Serves on cross-functional teams or committees as requested. Completes special projects as assigned. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of modern principles, practices and techniques of solid waste collection. Knowledge of modern developments, current literature, and other sources of information related to the field of solid waste collection, transportation, disposal and recycling. Considerable knowledge of applicable regulations covering solid waste collection, transportation, disposal and recycling. Considerable knowledge of the safety hazards associated with operation and maintenance of vehicles and equipment used in solid waste operations. Considerable knowledge of the principles of supervision, training and performance evaluation. Ability to coordinate the successful implementation of policies and procedures. Ability to plan, organize and distribute work and equipment among assigned personnel. Ability to establish and maintain effective working relationships with other employees and the public. Ability to analyze financial and operational data and prepare meaningful reports. Ability to express oneself clearly and concisely both orally and in writing. Ability to coach and train employees for optimum work performance. Skill in the use of computers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree and four years of experience in residential and commercial solid waste operations that include collection, transportation, disposal and recycling activities; or an equivalent combination of education and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess a valid Class E State driver's license.

Must possess certification in Municipal Solid Waste Management Systems through the Solid Waste Association of North America at the time of employment or obtain same within one year of employment, as a condition of continued employment in the job class.

Established: 07-08-06
02-12-11*