

CITY OF RICHARDSON

JOB TITLE: **ENVIRONMENTAL SERVICES SUPERINTENDENT** APPROVED: _____

DEPARTMENT: Public Services: Solid Waste Services - Commercial

CLASS CODE: 02405

CIVIL SERVICE: X NON-CIVIL SERVICE: EFFECTIVE: 11/10/2016

COMPETITIVE: X NON-COMPETITIVE:

EXEMPT: X NON-EXEMPT:

FULL TIME: X PART TIME:

JOB SUMMARY:

Under general direction of the Assistant Director of Public Services, provide leadership and management by directly supervising, inspecting, training, mentoring, coaching and evaluating the work of solid waste field supervisors and their respective crews tasked with providing citywide residential, commercial/industrial refuse collection, brush and bulky item collection (BABIC), and recycling collection. Provide engaged, hands-on supervision, ensuring all components and logistics of provided services are consistently delivered. Respond to and investigate all incidents, accidents, and injuries, completing the necessary documentation. Generate, manage, and maintain accurate solid waste records in accordance with TCEQ standards. Serve as liaison between the City and administrative staff from companies rendering permitted collection services. Provide and review applicable information for all solid waste related billing purposes. Coordinates with other City departments/divisions as needed. Professionally resolve all Solid Waste customer complaints. Must maintain accountability of all Solid Waste supervisory and field staff with regard to production quantities, qualities, safety, and overall professionalism. Perform other related work and duties as required.

ESSENTIAL JOB FUNCTIONS:

Supervise, schedule, assign, inspect, and evaluate the work of personnel involved in solid waste, BABIC, and recycling collection services. Train staff to ensure safe operation of collection vehicles and equipment, vehicles are safe and operable, and collection routes are completed efficiently and effectively. Develop relevant performance measures and metrics to evaluate collection route efficiencies and staff performance, making adjustments or recommendations as needed. Hire, coach, train, and discipline personnel. Ensure monthly safety meetings are being conducted, documented, and recorded. Serve as liaison between the City and customers, ensuring quality service is being delivered. Develop bid specifications; and track and administer contracts. Oversee quality controls regarding city-permitted private haulers. Supervise the operation and maintenance of all commercial and residential refuse collection vehicles, recycling collection vehicles, BABIC vehicles, and equipment. Supervise container maintenance and associated records. Recommend, purchase, and maintain container inventory. Collect and accurately maintain container service, billing information, and other written records of work performed. Responsible for tracking, reviewing, and analyzing field operating records; implementing associated improvements as needed. Assist in writing specifications for materials and equipment needed to deliver collection services to residential and commercial customers. Assist in the preparation of division work programs, policies/procedures, cost estimates, planning and budget requests. Oversee customer relations for residential solid waste, commercial solid waste, BABIC, and recycling customers. Track and report all division incidents, accidents and injuries and assist in the development, implementation, and continued improvement of the department's safety program. Responsibilities include: investigating claims against the Solid Waste division and providing recommendations and any necessary supporting documentation. Assist in the advertisement and promotion of the City's recycling program. Coordinate with the Development Services Department, in the review of submitted site plans to ensure plans meet the City's solid waste specifications and requirements. Answer general solid waste related questions from residential and business customers. Organize and assist with the scheduling and set-up of special recycling and environmental events. Attend and work various special events relating to solid waste and recycling. Monitor the work of recyclable materials processing contractor, assuring compliance with the contract and service standards. Prepare and monitor the annual recycling, residential, commercial and BABIC budgets. Coordinate monthly with the Budget Office to review all solid waste tonnage amounts and develop tonnage estimates. Accurately maintain reports concerning all collections, including but not limited to: rebates, monthly tonnage, material stream breakdown, and missed collection reports. Track/report monthly expenditures and revenues. Communicate courteously and effectively with other employees, officials, vendors, and the public. Read, understand, and effectively convey written and verbal work instructions. Report to work on time daily and use good judgment to work safely. Use equipment properly. Lift, carry, and/or drag up to 150 pounds. Climb, crawl, kneel, squat, stoop, bend freely, sit, stand and/or walk for extended periods of time. Work indoors and outdoors in extreme temperatures, including hot, cold, temperature swings, and inclement weather. Some exposure to dust, odors, and/or electrical/mechanical/toxic hazards, using proper safety precautions. May be required to work outside of typical business days/hours. Use computer and various software applications, telephone, and standard business office equipment.

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REQUIRED EDUCATION, DEGREES, CERTIFICATES, AND/OR LICENSES:

Bachelor's degree in business administration, public administration, environmental management/science, engineering or related field is required. Texas Class C driver's license is required, commercial driver's license is preferred. Class B Solid Waste license is required as mandated by the Texas Commission on Environmental Quality (TCEQ) or the ability to obtain such license within one (1) year of employment.

EXPERIENCE, TRAINING, KNOWLEDGE, AND SKILLS:

Five years' experience is required in managing and supervising personnel. Must be an action oriented, supportive, and positive leader that motivates and listens to others. Must have experience in teambuilding. Must be flexible and decisive in making sound decisions. Must possess the ability to quickly recognize and adapt to the needs of the team. Proficiency in preparing reports, maintaining accurate records, data management, word processing, and presentation development. Knowledge of the methods, materials and equipment used in residential, commercial solid waste and recycling operations is preferred. Must have experience in addressing the needs of the public and assigned staff. Knowledge required of techniques commonly used to effectively motivate diverse work groups at all levels. Knowledge of training and teaching techniques, and customer billing procedures and systems. Knowledge and experience in reading and interpreting technical drawings, plans, and specifications is preferred. Possess the necessary skills to operate computers, specifically: Microsoft Word, Excel, and PowerPoint. Must have the ability to clearly communicate in English both verbally and in written form. Must be able to maintain mental focus throughout all assigned functions and work effectively independently and in a team environment.