

# SCALE SERVICE REPRESENTATIVE

## POSITION SUMMARY

Performs a variety of office duties in solid waste operations, including accepting and processing payment, weighing and inspecting loads, directing loads to designated areas, while following City, State, and Federal guidelines.

## RESPONSIBILITIES

### **Essential Duties:**

- Strong customer service skills are required to assist customers via telephone calls and in person responding to complaints, providing information and assistance with payments, account status, departmental questions, proper disposal/recycle practices that comply with all City, State, and Federal regulations, service procedures and other regulations, and redirecting customers to appropriate departments when necessary.
- Process daily deposits and pre-authorized payments, writes and processes miscellaneous charge receipts.
- Operate scale system daily to process disposal transactions, accepts all forms of payment for transactions.
- Evaluate incoming loads on an individual basis to determine proper disposal area (ensuring compliance with City, State, and Federal regulations); and proper categorization.
- Accurately document the proper quantity of necessary loads through: use of scale software, manual calculation, counting, or estimation.
- Inspects all incoming loads for any unacceptable/hazardous/radioactive materials.
- Ensures all customers comply with department mandated policies including assessing penalty fees and rejecting loads when necessary.
- Responsible for general maintenance/cleanliness of Baler Building offices and employee areas.
- Performs other duties of a similar nature and level as required.

### **Knowledge, Skills, and Abilities:**

- Exceptional customer service techniques, phone etiquette;
- Ability to learn and become familiar with City geography, street locations, Solid Waste collection routes;
- Ability to read maps;
- Ability to learn and become familiar with City, State, and Federal solid waste rules, regulations, and guidelines;
- Ability to perform work independently to reach deadlines;
- Ability to use a variety of office equipment, computer software applications, and related applications;
- Ability to maintain files and records;
- Ability to perform basic mathematical calculations;
- Ability to ensure confidentiality;
- Ability to multi-task and work in a high stress environment;

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- Exceptional conflict resolution skills;
- Exceptional planning and organization skills;
- Exceptional decision making skills.

## **Judgment/Decision Making :**

- Performs tasks and duties under general supervision, using established policies and procedures and some innovation.
- Chooses from limited alternatives to resolve problems. Regular independent judgment is required to complete work assignments.
- Makes recommendations to work procedures, policies, and practices.
- Refers unusual problems to supervisor.

## **RELATIONSHIPS**

### **Leadership/Supervisory Responsibilities:**

- No supervisory responsibilities.

### **Relation to Others:**

- Regular contact with others including the general public and staff. Requires moderate interpersonal and communications skills to ensure that customer requests or needs are met.
- Acknowledges and clarifies customer inquiries, requests or complaints to ensure that needs are identified, documented and addressed. Communication is generally one-on-one and may include an occasional small group meeting.

## **SKILLS**

### **Education and Experience:**

- High School Diploma or General Equivalency Diploma (G.E.D)
- Up to one year general office or basic accounting experience, with an emphasis on customer service.

### **Special Requirements:**

- Valid Driver's License
- ND State Landfill Operators Certification – (obtained within 2 years of hire)

## **WORKING CONDITIONS**

### **Environment:**

- Work involves various kinds with frequent exposure to unpleasant elements, such as loud noises, dirt, extreme temperatures, chemicals, fumes, gases, dust, smoke, etc. Hazards or

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the risk of injury are generally protected against and predictable, with occasional risk of unpredictable exposure. Work related to travel is minimal.

- Positions in this class typically require; sitting, stooping, kneeling, reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions. May occasionally be required to lift up to 50 lbs.

**Classification:** Grade 10

**FLSA:** Non-Exempt

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**Updated:** 11/2/16, 3/30/22 by HR Nameniuk, Aaron Praus

**Approved by CSC:** 2/8/13, 11/9/16