

CITY OF MADERA

SOLID WASTE/RECYCLING ASSISTANT

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs field and office duties relating to solid waste, recycling, and various environmental compliance programs; provides customer service to residential and commercial customers; performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Solid Waste/Recycling Assistant** is the journey level class in the Solid Waste Division of the Engineering Department which is responsible for performing a variety of tasks involved in the operations of the Solid Waste division and field work relating to solid waste and recycling for residential and commercial customers. Incumbents in this position perform customer service duties related to customer inquiries and complaints and educate the public on City programs.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Administrative Analyst in charge of Solid Waste. Incumbents of this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs a variety of duties relating to compliance with the City's solid waste and recycling program, including inspection of green waste bins and tips at the landfill to ensure clean green waste.
- Assists with implementation of solid waste and recycling programs, including curbside cleanup and various grant-funded programs.
- Implements public education programs for solid waste, recycling, and various environmental programs.
- Performs a variety of duties relating to data entry of accounts, record keeping, and report generation.
- Performs customer service duties including requests for repair of solid waste containers, missed service complaints, and delivery of toters to new customers.
- Responds to questions and concerns from the general public and service providers; provides information as is appropriate and resolves complaints.
- Makes recommendations for program implementation and improvement in relation to solid waste, recycling, and various environmental programs.

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- May provide assistance to other office staff in filing, recordkeeping, and customer service.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, service providers, and the public.

WORKING CONDITIONS:

Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. The position also requires both near and far vision when working at a computer and operating assigned equipment. Additionally, the incumbent in this outdoor position works in all weather conditions including wet, hot and cold. The nature of the work also requires the incumbent to drive motorized vehicles.

QUALIFICATIONS:

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Solid Waste/Recycling Assistant**. A typical way of obtaining the required qualifications is to possess one year of experience in an environment that required public contact and inspection or compliance monitoring, and a high school diploma or equivalent.

License or Certificate:

Possession of, or ability to obtain a valid, class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of:

Basic principles and practices of solid waste management; tactful and courteous methods of dealing with the public; occupational hazards and standard safety precautions necessary in the work place; modern office methods, procedures and practices; City geography and the municipal street system.

Ability to:

Utilize computerized records systems as they relate to assigned responsibilities; maintain accurate and up-to-date records; communicate clearly and concisely, both orally and in writing; understand and carry out oral and written instructions; respond to public inquiries, requests for service, and complaints in a tactful, courteous manner; independently work in the field; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications.

Adopted 8/1/07