



CLASSIFICATION TITLE: Solid Waste Supervisor	JOB NUMBER: 7128	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Solid Waste Manager	PAY GRADE: 21	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs difficult skilled trade work planning, organizing and scheduling assigned staff to solid waste collection routes; manages solid waste collection fleet and inventory of collection containers, oversees and performs customer service and public information work, contributes to oversight of landfill operations as assigned, and related work as apparent or assigned. Work is performed under the limited supervision of the Solid Waste Manager (supervisor). Continuous supervision is exercised over assigned personnel.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of Teamwork, Integrity, and Excellence promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Assigns daily work duties to crew members; supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees.
- Designs and deploys residential and commercial routes; makes minor and major route adjustments as necessary, to maintain efficiency; maintains route documentation; plans and reschedules commercial roll off collections, recycling collections, citywide clean-up events, new collection programs and other special events.

- Coordinates and provides billing changes with utility billing; updates billings as service changes; communicate with City departments, other cities and counties, and private waste haulers to coordinate activities, exchange information and resolve issues, questions or concerns.
- Assists in development of the division budget; anticipates capital and personnel requirements, new equipment purchases and special items as needed; controls and monitors expenses within division budget; ensures fiscal responsibility and cost consciousness.
- Contributes to service level and service method design and plans based on industry best practice and City policies.
- Communicates effectively with the public; receives and resolves customer questions, complaints and concerns; meets with special groups, i.e. citizens, contractors, churches and athletic groups to provide special collection needs.
- Assists in preparation of fleet purchase specifications; coordinates fleet service and repairs with Equipment Maintenance; ensures proper number of operating trucks; develops container specifications and requirements; directs and supervises the maintenance of residential and commercial containers; develops and maintains container inventory system.
- Assists in leadership and decision making for operations decisions and equipment selection at the landfill.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State and local laws, rules, codes and regulations related to assigned activities.
- City organization, operations, policies and objectives.
- Solid Waste Industry Collections best practices, including route optimization systems
- City and utility operation methods, equipment, materials and sources of supply.
- Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Health and safety regulations and procedures
- Principles and practices of budget development and administration.
- Solid waste industry best practices.
- Basic public relations techniques.
- Solid waste fleet technology, including new developments.
- Modern office practices, methods, procedures and equipment.

- Record-keeping principles, procedures and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Technical aspects of field of specialty.

Skills and abilities to:

- Train, supervise and evaluate assigned staff.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Ensure compliance with established rules, policies and regulations and City, State and local laws.
- Assign work duties to crews and assure routes are adequately staffed.
- Modify job assignments and make or improve work schedules, methods, procedures, and priorities.
- Plan and adjust collection routes.
- Maintain routine records.
- Observe legal and defensive driving and health and safety regulations.
- Operate all equipment in order to properly train personnel..
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- Valid Washington State driver's license with Class "B" CDL upon hire.

EDUCATION AND EXPERIENCE

High school diploma or GED and three (3) years experience in solid waste collection, including one (1) year in a lead role.

COMPETENCIES

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals.

Fosters collaboration among team members and among teams. Uses teams to address relevant issues.

- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands

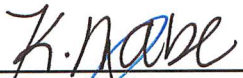


described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 50 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires sitting and reaching with hands and arms and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling, lifting and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires wet, humid conditions (non-weather), exposure to fumes or airborne particles, exposure to outdoor weather conditions, exposure to extreme cold (non-weather), exposure to extreme heat (non-weather), exposure to vibration and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	11/21/23
Human Resources Director <i>designee</i>	Date
	11/29/2023
Department Head	Date
	11/30/2023
City Manager or Authorized Designee	Date