



City of Irving Job Description

SWS Collections Manager

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| FLSA Status: | EXEMPT | Job Department: | Solid Waste Services |
| Job Code: | 14161 | Reports To (Job Title): | Solid Waste Services Director |

PURPOSE

To manage, oversee and participate in the Solid Waste Services Department's Collections operations functions, which include: budgeting, customer service, and coordinating and managing residential refuse, recycling, brush/bulky waste, and special waste collection and disposal activities. Further, to assist in the development and implementation of an education, outreach, and marketing program for the customers and community.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Manage assigned department staff members, which includes hiring, training, evaluating, monitoring, coaching, counseling and disciplining as necessary.
- Assist with the preparation of the annual budget, providing division-specific analysis and recommendations.
- Manage division budget ensuring that expenditures are within the budget authority.
- Monitor department resources including manpower and equipment and prepare predictive models for future service level adjustments – route balancing, additional crews, etc.
- Establish collection schedules, methods, and procedures to ensure compliance with department policies, City goals and objectives, and state and federal regulations.
- Manage staff members, which includes assigning and prioritizing work, managing schedules and leave, preparing and approving performance evaluations and approving/disapproving merit raises.
- Interview, hire, promote, counsel, discipline and terminate employees and ensure personnel activities are consistent, and comply with city policies, and state and federal employment law.
- Answer questions and provide information to the public. Investigate complaints and requests and recommend and implement corrective action.
- Develop and implement a stringent safety program, which includes monitoring employee compliance, reviewing and updating safety policies, and providing assistance to the City-wide Safety Review Committee and the department Safety Officer.
- Respond to and investigate vehicle accidents and work-related injuries; Assist the Safety Officer in determining cause, preventive actions and risk mitigation activities, and monitoring rehabilitation of injured employees.
- Conduct monthly employee communication meetings to update employees on policy, procedure and/or regulation changes and activities related to the Strategic Plan.
- Oversee payroll and time-keeping activities, which includes assisting Human Resources in the coordination of Worker's Compensation benefits.
- Oversee resolution of personnel issues, which includes coordinating with Human Resources Department.
- Prepare various reports, which includes compiling data for trend analysis and overseeing maintenance of databases.

- Recommend and assist with the implementation of division goals and objectives, which includes assisting in the development of long range goals and implementing policy and program changes.
- Participate in the development of policies and plans that support the City and the Department's overall Strategic Plan.
- Perform duties of Solid Waste Services Supervisors and Equipment Maintenance Coordinator when necessary, and respond to emergencies on a stand-by basis.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Operate collection equipment as needed.
- Respond to after-hours trouble calls on emergencies.
- Coordinate, as directed by supervisor, with other city departments for services needed (such as building and equipment repairs).
- Conduct public education and outreach, as requested.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 70-80 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Participate in purchasing activities and assist in the development of a \$5,200,000 budget, which includes developing bid specifications for equipment and recommending vendors for selection.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent of a Bachelor's Degree from an accredited college or university with major course work in a closely related field.

EXPERIENCE

- Five (5) years of related experience, including two (2) years of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, is required.
- Texas Commission on Environmental Quality (TCEQ) Solid Waste "A" License.
- Texas Commission on Environmental Quality (TCEQ) Waste Screening certification.

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Customer Service Management: Principles and processes for providing customer and personal services including quality service standards, alternative delivery systems, and customer satisfaction techniques.
- Purchasing Policies and Regulations: Understanding local and state purchasing laws and policies governing the procurement of goods and services.
- Solid Waste Management: Current principles and practices for effective solid waste collection, minimization and diversion.
- Landfill Guidelines: Types of waste allowable, locations designated for each type and federal, state, and City ordinances related to waste disposal.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Maintenance Principles: Processes involved in upkeep of property and equipment to the optimum state of cleanliness, repair and efficiency.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- Office Systems: Administrative / clerical procedures and systems such as word-processing systems, filing and records management systems, and other office procedures and terminology.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as scale and routing software.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City, including the Microsoft Office Suite.

SKILLS AND ABILITIES IN

- Active Learning: Working with new material or information to grasp its implications.
- Active listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Service orientation: Actively looking for ways to help people.
- Mechanical/Technical: Safely operating a diversity of equipment, including computers.
- Planning: Sensing the environment and setting goals and objectives.
- Management of Material resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Problem Sensitivity: Telling when something is wrong or is likely to go wrong.
- Oral expression: Communicating information and ideas when speaking so others will understand.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Judgement & Decision-Making: Weighing the relative costs / benefits of a potential action.
- Self-Management: Working independently and without supervision.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Visualization: Imagining how something will look after it is moved or rearranged.

GUIDANCE RECEIVED

General Standards

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

CONTACTS

This position interacts with residential and commercial customers, personnel from other City departments up through the Director level, outside vendors and solid waste employees from other municipalities and staff from regulatory agencies.

EQUIPMENT AND PROPERTY

This position utilizes sedans, pickups, heavy trucks up to 66,000 lb. GVW, office equipment including personal computers, copiers, fax machines, and two-way radio.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is frequently required to drive a vehicle, sit, talk, and walk. Occasionally, s/he is required to balance, carry, grasp, lift up to 50 pounds, push or pull, reach, smell, stand, and stoop. Rarely, s/he is required to crawl, kneel, and run.

WORK ENVIRONMENT

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

The employee is constantly exposed to blood-borne pathogens, dirty environment, toxic or caustic materials, extreme temperature or weather conditions, and air contamination. The noise level in the work environment usually is moderate. This job requires the employee to perform duties or make decisions directly affecting the safety of others.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.