

## **SCALE SUPERVISOR**

### **DEFINITION**

Under direction, to plan, coordinate, and supervise the daily scale operations and scales staff; to process and analyze load transactions for accounting purposes; to advise customers on the waste disposal matters; to provide information about District services and fees; and to perform other job related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This is the first line supervisory class in the Weighmaster class series. Incumbents assigned to this class are expected to perform the full range of scale operations assignments, as well as provide supervision, training, scheduling, and work assignments for scales staff. An incumbent operates the automated scale and related fee computation system to determine fees and charges for use of District waste disposal facilities.

### **REPORTS TO**

Finance/Information Systems Manager

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Weighmaster and temporarily assigned staff.

### **EXAMPLES OF DUTIES**

Plans, coordinates and supervises the scale operations, assessing customers needs and schedules staff accordingly; coordinates operations with Materials Recovery Facility Management, Site Superintendent and other staff to achieve desired level of recycling and operations goals; analyzes and processes customer transactions to ensure proper reports of materials, proper customer billing, and evaluation of site activities; advise customers on ways to save money and maximize recycling; researches customer inquires, complaints, load routing and fee assessment, resolving problems; maximizes recycling efforts through load assessment and routing and fee collection; may operate an automated scale and related fee computation system to determine charges and generate charge tickets for waste disposal; collects fees from customers or files charge tickets; reviews daily charge tickets; maintains records of opening and closing amounts of cash and total monies collected and operates calculator to compile and total workload and accounting information; reconciles monies collected and maintains monthly billing accounts; maintains a variety of site usage and statistical records and files; inspects vehicles to identify type of materials for fee determination and instructs vehicle operator on proper location for disposal of waste materials; directs customers to appropriate locations for disposal of waste materials; operates radio to receive and send messages to other District staff; provides general information on landfill operations and rules by telephone or in person; may operate a variety of office machines and equipment including computer terminal, calculators, typewriters, copiers, and FAX.

### **TYPICAL PHYSICAL REQUIREMENTS**

Stand and walk for extended periods; sit for extended periods; some walking on uneven and slippery surfaces; frequent climbing and some kneeling, stooping, and crouching; corrected hearing and vision to normal range; verbal communication; use of computerized scale equipment and standard office equipment.

### **TYPICAL WORKING CONDITIONS**

Normally work is performed in both indoor and outdoor environments; regular exposure to dust; some exposure to fumes; often works around moving vehicles and equipment; constant contact with other staff and the public.

## **SCALE SUPERVISOR - 2**

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Laws, rules and regulations regarding the weighing of vehicles and use of solid waste landfill facilities.
- Budget development and expenditure control
- Sound customer service practices and procedures.
- Principles of supervision, training and employee evaluation.
- Recordkeeping procedures.
- Cashiering techniques and practices.
- Safe work practices and procedures.
- Standard office machines and equipment.
- Operation of computerized scale and fee computation equipment.

#### **Ability to:**

- Plan, organize, and supervise the District's scale operation.
- Provide supervision, training, and work evaluations for assigned staff.
- Organize and coordinate accounting functions of the Scale Operations.
- Operate computerized scale and fee computation equipment.
- Gather, organize, evaluate, and analyze a variety of information.
- Direct the preparation and prepare a variety of reports.
- Perform a variety of complex customer service assignments.
- Use a computer and software applications.
- Operate and use office equipment.
- Communicate clearly and concisely, both orally and in writing.
- Effectively represent District policies, programs, and services with employees, the public, and representatives of other agencies.
- Establish and maintain cooperative working relationships.

#### **Training and Experience:**

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Four (4) years of varied and responsible experience in functions, operations, and services of a solid waste management landfill agency, including some experience in operating computerized scales and providing lead direction to assigned staff.

#### **Special Requirements:**

None.