

Solid Waste Services Crew Leader

CLASS CODE

TBD

SALARY

\$34.57 - \$38.37 Hourly

\$71,905.60 - \$79,809.60 Annually

General Duty Statement

Performs as lead worker and supervisor of a work crews collecting garbage, bulky items, and yard waste. Maintains garbage and recycling carts and performs all elements of a Solid Waste Services Worker position. Assigns, reviews, and monitors the work of a solid waste services crew. Trains crew members in safe work practices, procedures, and methods. Coordinates and provides resources for the assigned crews. Operates and performs daily inspections and maintenance on trucks, gasoline powered, and electric tools and ensures records are maintained. Works outdoors in all types of weather; nights, weekends, holidays, and reasonable overtime as required. Performs other related duties and responsibilities as required.

Supervision Received

Works under the technical, general, and/or administrative supervision of a unit or division manager.

Supervision Exercised

Exercises technical supervision over lower-level support staff.

Typical Duties (Examples may not include all duties performed)

1. Executes and coordinates assignments. Schedules and assigns crews to complete assignments as directed. Provides orientation and training as needed.
2. Completes required documentation to include forms, records, and daily reports that are complete, accurate, clear, and timely.
3. Monitors and informs management of equipment maintenance, replacement, and procurement needs for operations, and makes appropriate recommendations.

4. Works for extended periods of time to perform manual labor to collect garbage, yard waste and bulky items on routes including collection of allowed extra material outside of carts and tagging education functions. Interacts with residents as needed and maintains route service records.
5. Unloads carts, conducts inventories, and stores carts at City locations; delivers carts to addresses and updates inventory, and repairs carts offsite or onsite.
6. Drives and operates a garbage truck, removes garbage from City controlled receptacles and from the public right-of-way, empties City trash and recycling containers on right-of-way, repairs and/or delivers new containers as needed, and records relevant container and route data.
7. Drives and operates vehicles including but not limited to, single axle and tandem garbage trucks, skid steers, and other vehicles which may or may not require a commercial driver's license to operate.
8. Assists in maintaining garbage and cart service trucks, performs daily pre and post-trip Department of Transportation (DOT) and required vehicle inspections.
9. Lifts and carries bags and bulky items up to one hundred (100) pounds. Bends, crawls, climbs, shovels, and stoops for long periods of time, and walks, lifts, pushes, pulls, stoops, and stands on uneven and slippery surfaces.
10. Operates in difficult, hazardous, and unpredictable work environments such as rain, snow, ice, and high winds. May be exposed to fumes, irritants, and/or gases.
11. Operates the unloading mechanism of a truck and assists in loading and unloading.
12. Works a variety of shifts including days, nights, weekends, and holidays. Responds to afterhours calls, overtime, and emergencies to complete critical maintenance work.

Competencies (Not listed in order of importance)

Technical Expertise

- Shows an advanced understanding and familiarity with the procedures, techniques, terms, and practices for collection operations. Applies this understanding to resolve a range of routine to complex problems associated with the work.
- Leads others and trains on departmental and City policies and procedures and established safety practices.
- Demonstrates an understanding of and ability to lead others in operating and maintaining equipment properly and safely.

- Performs physical activities such as repeated bending, crawling, climbing, lifting, shoveling, and stooping for long periods of time, walking, lifting, pushing, pulling, standing, and stooping on uneven and slippery surfaces.
- Demonstrates an ability to lift and carry equipment and set out items of up to one hundred (100) pounds.
- Demonstrates an ability to accurately follow a route map, making stops and collections as indicated and altering route to compensate for construction/traffic impacts without missing collections.
- Demonstrates ability to legibly fill out on route education forms and day end paperwork, including DOT forms, route forms, and ability to learn to effectively utilize electronic field data management systems.
- Demonstrates an ability and willingness to perform manual labor outdoors in all types of environmental conditions, on a variety of shifts including days, nights, weekends, holidays, and reasonable overtime as required.
- Demonstrates an understanding of the full range of risks and liabilities associated with waste collection work. Works to minimize associated risks and refers issues when appropriate to a crew leader or supervisor.

Decision Making and Problem Solving

- Demonstrates an ability to quickly gain an understanding of the priorities, goals, and objectives of a project assignment and a basic understanding of the Department mission and vision.
- Demonstrates an ability to resolve a range of problems associated with garbage, yard waste and bulky item collection, cart service, and customer interactions in assigned area and asks for help or notifies the crew leader and/or supervisor of problems that cannot be resolved.
- Demonstrates an ability to understand work protocols and standards, and determine if garbage collection stops meet City requirements for collection, use judgment to determine whether to tag, collect, or leave, an item and when to contact a supervisor for assistance.
- Demonstrates ability to manage route and truck load to monitor truck fullness, dump truck at assigned facility when needed, and return to route if the route(s) assigned for the shift are not yet completed. Priorities and assigns work of assigned crew.

Communication

- Demonstrates an ability to effectively listen, speak, write, and interact tactfully with a diverse group of coworkers, supervisors, external customers, and the public in a cooperative and non-argumentative manner, using calm, moderate tones, and appropriate language.
- Demonstrates ability to follow detailed oral and written instructions, route maps, and policy documents.
- Demonstrates an ability to complete required forms, records, and daily reports in a clear and timely manner.
- Demonstrates an ability to support the solid waste management division efforts by communicating and coordinating with customers and team members to effectively prioritize assigned tasks. Responds respectfully in a manner that preserves the dignity of individuals, families, and communities.

Teamwork, Leadership, and Management

- Demonstrates an understanding of the department mission and vision. Applies that understanding in completing assigned work.
- Demonstrates an ability to be punctual, dependable, adaptable, and accountable in daily work assignments. Prioritizes work of self and others.
- Demonstrates effective team membership by showing initiative, self motivation, accepting assignments, offering assistance to team members, and routinely performing preventive maintenance of machinery and equipment.

Customer Service

- Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, including individuals with disability or whose first language may be one other than English.
- Demonstrates an understanding of customer service expectations and an ability to apply those in daily work activities.
- Demonstrates understanding, patience, and respect for a diverse range of customers, both internal City staff and the public. Responds to routine customer needs quickly in a polite and respectful manner. Understands when to direct issues to higher level staff members.

Requirements

Must have two years of experience as a Solid Waste Services Worker.

Must possess and maintain a valid Minnesota Class B or Class A Commercial Driver's License (CDL) with no restriction for airbrakes. The CDL must have no suspensions or revocations for driving related offenses during the two year period prior to the date of appointment. Suspensions for parking related offenses are excluded.

Supplemental Information

Tri-Council Local Laborers - Employee Group 71, Grade 021.

Essential Functions are the functions that the individual holding the position must be able to perform unaided or with the assistance of a reasonable accommodation. The Essential Functions are Typical Duties 1-12.

This job description is part of a class series. The entire class series can be found on the [Maintenance and Operations Job Family Chart](#), where you can search the career progression within the job family.