



## ROUTE SUPERVISOR – 2 POSITIONS

### DEFINITION

This supervisory position is responsible for directly overseeing and coordinating the activities of operations employees performing waste and recycling collection, disposal and other operations related work.

This position is Exempt.

### SALARY RANGE

Compensation dependent on qualifications, plus benefits.

### SUPERVISION RECEIVED AND EXERCISED

This position reports to the Operations Manager. This position supervises drivers and collection crews, and may assist the Operations Manager with backup management and/or other supervisory assignments as needed.

### ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Supervises and coordinates activities of operations employees performing waste and recycling collection, disposal, and other operations related work.
- Interviews and makes hiring recommendations, provides employee feedback and conducts performance evaluations.
- Works with the dispatchers, customer service manager, call center staff, recycling and hazardous waste coordinators to resolve unusual or nonscheduled service requests.
- Resolves equipment breakdowns and work schedule changes.
- Works closely with dispatchers to develop work schedules to match staffing levels, makes work assignments and monitors progress to improve work process efficiency.
- Plans routes in conjunction with the Route Audit Manager to provide the most efficient service to customers while also managing labor hours.
- Performs administrative activities, including reviewing and processing route sheets, time sheets or other work related documents.
- Understands, implements and maintains safe work practices.
- Conducts and participates in safety meetings and observes employees in the work place to ensure safety and productivity procedures are being followed.

- Documents and discusses safety meeting and observations with employees.
- Responds to driver reports of problem pick-ups such as unsafe conditions or hazardous waste.
- Provides status reports to management, and substantiates inquiries from employees and management regarding payroll issues.
- Responds effectively and courteously to customer inquiries, requests or complaints.
- Coordinates with other employees and customers to change or improve service.
- Collaborates with commercial recycling staff on implementing services and/or changes to services resulting from waste assessment evaluations.
- Collaborates with outreach staff on customer education.
- Ensures that operations employees are adhering to collection and monitoring policies and procedures.
- Investigates and reports accidents, injuries or property damage claims.
- May occasionally drive route vehicles in case of emergency or in unusual circumstances to cover shortages in staff or missed pick-ups to maintain business operations.
- Performs other job-related duties as assigned.

#### PHYSICAL REQUIREMENTS

- Mobility within an office and a field environment for indefinite periods of time.
- Involves working in a waste and hazardous waste collection, disposal, recovery, recycling environment.
- Involves working in an environment with farm animals and plant materials.
- Involves sitting, standing, walking, reading, decision making, reaching above shoulder level, occasional lifting and carrying up to 70 pounds, using both hands for simple and firm grasping, climbing stairs and fine finger manipulation, e.g., keyboard and mobile phone skills.
- Requires clarity of hearing.
- Requires the ability to communicate clearly and effectively, in person, in writing and by telephone and email.
- Must be able to safely operate commercial and other vehicles in an urban and suburban environment, including on residential streets and in a variety of weather conditions.
- Works Monday - Friday, rotates Saturdays with other management, early morning to mid-day schedule to provide supervision to operations employees, and occasional evening, weekend, late night or early morning hours may be necessary for meetings.
- May be called into work on Sundays and during emergencies.

#### QUALIFICATIONS

Knowledge of:

- Materials, methods, practices, equipment and geographic systems used in waste collection and disposal, and related activities.
- Optimization of routes and employee activities for effective waste collection and disposal.
- Occupational hazards and standard safety precautions necessary to collection and disposal assignments.
- Geography of the service area including the locations of streets, city/town boundaries and topographical and man-made hazards.
- Supervisory techniques and practices in the waste collection and disposal industry.

#### Ability to:

- Supervise and direct employees in waste collection and disposal operations assignments.
- Understand and be aware of occupational hazards and standard safety precautions common to waste collection and disposal operations.
- Analyze situations and adopt an effective course of action.
- Communicate clearly and concisely, orally and in writing in English.
- Supervise, train and evaluate subordinates.
- Demonstrate attention to detail.
- Demonstrate decision making and problem solving skills.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Become proficient with the Soft-Pak, the company's customer management system.
- Operate a personal computer, cell phone and telephone.

#### TRAINING AND EXPERIENCE

- High school diploma or G.E.D. certification preferred.
- AA or Bachelors degree preferred.
- A minimum of four (4) years related waste industry experience.
- A minimum of two (2) years supervisory waste industry experience.
- Demonstrable proficiency with the Microsoft Office applications, in particular Microsoft Word and Excel.

#### LICENSES AND CERTIFICATES

- A valid Class B or higher commercial California Drivers' License is required, or must be obtained within three (3) months of the hire date.

- Certificate of Qualifications with Microsoft Office programs, especially Word and Excel preferred.

**JOB DESCRIPTION ACKNOWLEDGEMENT**

I have read the job description above and agree that this is an accurate description of the job's essential functions.

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Employee Signature

Date

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Witness/Supervisor Signature

Date