



## ROUTE AUDIT/ROUTING MANAGER

### DEFINITION

This management position is responsible for implementing the route schedules and auditing the effectiveness and efficiency of routes to maintain the integrity of the customer-billing database and to ensure that customers are accurately billed for the services rendered.

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 Route Auditors and route mapping personnel and service bureaus, and may assist the Operations Manager with backup management and/or supervision as needed.

### ESSENTIAL JOB FUNCTIONS

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

#### Route Auditing

- Responsible for managing the route audit process to maintain the integrity of the customer-billing database and ensuring customers are accurately billed for the services they receive.
- Recruits, hires, and supervises route auditors as needed.
- Prepares route lists and maps for route auditors.
- Ensures that all routes are audited on schedule and in a timely manner.
- Collects and reviews route-audit sheets with the route auditors at the end of the day.
- Notes audit issues and makes arrangements to follow-up.
- Oversees route audit data entry.
- Reviews, edits and approves all changes to data entry and the customer-billing database.
- Communicates with Route Supervisors regarding customer accounts where current service differs from the audited service, then resolves conflicts, including handling discussion of service and price options, and confirms in

- writing any changes to service and pricing.
- Works closely and communicates frequently with the operations and customer service managers to assure consistency in service, pricing and customer issue resolution.
- Communicates audit discrepancies and corrective actions to the operations manager and the appropriate supervisor.
- Performs other route auditing job-related duties as assigned.

### Routing

- Works with operations to re-route existing and new service using computer-aided routing and Geographic Information System (GIS) software to develop and design efficient and productive routes.
- Develops and recommends service parameters and variables to the Chief Financial Officer and Operations Manager that produce the best possible route results.
- Develops in-house expertise and/or works with a route -mapping service bureau to update and maintain the GIS base maps for accuracy.
- Communicates with routing software vendors on software maintenance/update/error issues and integrates changes used to improve routing.
- Produces accurate, updated route maps for distribution to drivers.
- Creates special maps as requested.
- Develops and maintains a catalog of maps.
- Performs other routing 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 20 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 a vehicle in an urban and suburban environment, including on residential streets and in a variety of weather conditions.
- Works Monday - Friday, daytime hours, and occasional evening, weekend, late night or early morning hours may be necessary for meetings or field

audits.

## QUALIFICATIONS

### Knowledge of:

- Microsoft Office Suite with emphasis on Excel and Word. Knowledge of Soft-Pak software a plus.
- Methods, practices, equipment and geographic systems used in designing and implementing efficient, effective and auditable routing systems for waste management and related activities.
- Routing, route optimization, and experience with mapping or routing software such as ArcGIS, Route Smart, and FleetMind preferred.
- Occupational hazards and standard safety precautions necessary to carry out routing and audit assignments.
- Geography of the service area including the locations of streets, city/town boundaries and topographical and man-made hazards.
- Principles of organization, administration, budget and personnel management.

### Ability to:

- Plan, organize and implement a comprehensive, accurate, efficient and justifiable routing system and audit program for waste collection.
- Conduct studies, prepare comprehensive reports and determine cost effective ways to develop, maintain and audit routing systems for waste collection.
- Understand and be aware of occupational hazards and standard safety precautions necessary to carry out routing and audit assignments.
- 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.
- Operate a personal computer, cell phone and telephone.

## TRAINING AND EXPERIENCE REQUIRED

- Bachelors Degree in Computer Science, Business, Transportation Management, Geography, Logistics or a related field preferred. An additional four (4) years of related experience may substitute for the Bachelor's degree.
- A minimum of two (2) years related experience in solid waste routing.
- A minimum of two (2) years supervisory experience.
- Demonstrable proficiency with the Microsoft Office applications, in particular Microsoft Word and Excel.

LICENSES AND CERTIFICATES

- Certification of Qualifications with mapping or routing software such as ArcGIS, Route Smart, and FleetMind or other routing programs preferred.
- Certificate of Qualifications with Microsoft Office programs, especially Word and Excel preferred.
- A valid California Drivers' License.

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