

CITY OF GLENDALE

TITLE: Commercial Sanitation Inspector CLASS CODE: 829
REPORTS TO: Sanitation Supervisor GRADE: 19
DEPARTMENT: Field operations FLSA: N
JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Inspects and monitors solid waste collection services to commercial customers.

ESSENTIAL FUNCTIONS:

1. Inspects and monitors commercial and private properties for compliance in regards to City codes and state federal regulations.
2. Investigates and resolves complaints from private refuse haulers and businesses regarding unsanitary conditions, lack of access, or other problems.
3. Analyzes customer service satisfaction and needs of business community and makes recommendations for service modifications and improvements.
4. Meets with supervisors and drivers to discuss service problems, complaints, and appropriate plan of action.
5. Maintains a master list of current and previous customers by name, location, and number of containers and day of service.
6. Researches, analyzes, and then reviews the impact of new Federal, State, and county regulations regarding solid waste collection and disposal with the supervisor.
7. Reviews monthly billing system and resolves billing complaints with customers.
8. Coordinates with the supervisor marketing commercial refuse service, and service needs and fees for new commercial accounts including type of service, capacity, location and access.
9. Monitors, enforces commercial refuse hauler permit program to assure that commercial refuse haulers are in compliance with permit requirements and City code.
10. Issues notices of ordinance violations and may testify in court.
11. Assists supervisor/crew leader on investigations of property damage complaints.
12. Prepares reports for management on solid waste issues.

SECONDARY FUNCTIONS:

13. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Technical aspects of solid waste management and chemical properties of commercial solid waste
Methods and equipment involved in providing commercial solid waste collection services.
Federal, State and local regulations governing commercial solid waste collection services.

Ability to:

Collect, analyze and maintain information.

Communicate effectively verbally and in writing.

Monitor accounts and identify and resolve problems.

Establish effective working relationships with customers, crews, city staff and the public.

WORKING CONDITIONS:

Duties performed in field. Requires walking, standing, light lifting, and exposure to weather conditions. Must be able to enter and exit a pick-up truck.

MINIMUM QUALIFICATIONS:

One year of college level coursework in environmental science, business or related field and one year of public contact experience involving municipal services, preferably solid waste collection. Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Valid Arizona driver's license.

Applicants will be required to undergo drug testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment.