

SCALEHOUSE SERVICES SPECIALIST

Job Code	Pay Grade
16923	CL9

Nature of Work

This is complex specialized technical work in solid waste operations consisting of, but not limited to, scale house functions and customer account servicing. Employees in this class are responsible for proper and efficient completion of vehicle weighing, determining the acceptability of waste for disposal, performing associated financial transactions, determining and directing customers to the proper disposal location, customer service, and various other related functions needed to maintain the overall operations of the facility, as required. Emphasis is placed on exhibiting extreme tact and courtesy in resolving work related problems or customer disputes. Decisions concerning departures from standard policies and procedures are normally referred to a supervisor for action. Duties may include routinely working on rotating shifts, weekends and holidays.

Minimum Qualification Requirements

- 1 year customer service experience; experience in preparing, processing, and maintaining financial records; or
- 1 year technical, vocational, or college level education or training that includes courses in business, finance, accounting, or directly related field; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License (COL) and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Possession and maintenance of a Florida Department of Environmental Protection (FDEP) Landfill Spotter Certification within 1 year of appointment.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Operates computerized scale application to weigh vehicles, processes waste which requires special handling, and directs waste loads to appropriate disposal locations.
- Performs complex cash handling, balancing, and receipting duties, involving currency, credit cards, and checks.
- Performs calculations to provide monetary change; prepares and maintains records of transactions.
- Provides information, assistance and services to the general public, employees, and others in person, by telephone, or by other forms of communication.
- Displays effective judgment based on material knowledge and facility site layout to select routing from a detailed matrix.
- Manually writes scale tickets when automated system is not functional.
- Assists higher level staff in performance of a wide range of activities.
- Assists and provides routine support on inquiries for assistance, services, and resolution to problems.
- Communicates via radio with employees within the department as well as contractors on-site.
- Processes and maintains equipment, property control, purchasing and/or fiscal records; performs calculations.
- Coordinates clerical and administrative activities within the scale house environment.
- Operates computers, calculators and other office equipment for completing scale house operations.
- Performs computer related duties including data entry, retrieval, and routine computer operations.
- Produces computer drafts, correspondence, reports and documents.
- Performs related work as assigned or required.

SCALEHOUSE SERVICES SPECIALIST (continued)

Job Code	Pay Grade
16923	CL9

Knowledge, Skills, and Abilities

- Knowledge of laws and rules governing procedures and legal requirements encountered in government operations, specifically in solid waste management operations.
- Knowledge of the principles and procedures of solid waste management and accounting processes.
- Knowledge of business English, spelling, arithmetic, accounting procedures, and bookkeeping processes.
- Knowledge of the principles and practices of cashier functions.
- Skill in operating a personal computer, technical scale house equipment, cash register, using prescribed software applications including entry of computer information and skill in the operation of commercial word processing, database, and spreadsheet programs.
- Skill in performing mathematical operations, making change and performing multiple tasks.
- Ability to apply basic computer applications and software.
- Ability to receive the public with tact, patience and courtesy.
- Ability to plan, organize and prioritize work and technical procedures.
- Ability to assist in the development of effective office or field work procedures and clerical training programs.
- Ability to provide information correctly and concisely, orally and in writing.
- Ability to understand and perform basic and written instructions.
- Ability to compose and distribute routine communications.

For official use only

Created	EEOC Code	Overtime Code
2/13	Technicians	Classified