

## SCALEHOUSE SERVICES SPECIALIST, SENIOR

Job Code	Pay Grade
16925	CL11

### Nature of Work

This is independent, complex, specialized technical work in solid waste operations consisting of, but not limited to, supervising and leading scale house functions and customer account servicing. Work includes supervisory responsibility over personnel engaged in the proper and efficient completion of vehicle weighing, determining the acceptability of waste, and for 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. Work involves lead cashiering responsibilities such as safe access, change bank verification and maintenance, verifying individual cash receipt reports and deposits, preparing master deposits and generating the Supervisor's Daily Deposit Report. Work emphasis is placed on exhibiting extreme tact and courtesy in resolving difficult work related problems or customer disputes and independent judgment in making frequent decisions. Decisions concerning departures from standard policies and procedures are normally referred to a supervisor for action. Work involves leading and training subordinate personnel and recommending solutions for approval. Duties may include routinely working on rotating shifts, weekends and holidays.

### Minimum Qualification Requirements

- 2 years customer service experience; experience in preparing, processing, and maintaining financial records; or
- Associate's Degree or 2 years 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 (CDL) 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.)

- Controlling scale traffic flow and distribution.
- Verifies weight and cash transactions.
- Operates a computerized scale application to weigh vehicles, processes environmental waste which requires special handling; controls and directs waste loads to appropriate disposal locations.
- Provides information, assistance and service to the general public, employees, and others in person, by telephone, or by other forms of communication.
- Verifies and maintains the integrity of the safe and change bank.
- Verifies individual deposits and prepares master deposit.
- Verifies transactions, makes corrections, and documents customer runoffs.
- Assists and provides routine support on inquiries for assistance, services, and resolution to problems.
- Maintains customer account associated records; assists in developing procedures, either automated or manual, and assists in training staff.
- Processes and maintains equipment, property control, and purchasing and/or fiscal records; performs calculations.
- Performs mathematical operations to provide monetary change, prepares and maintains records of transactions.

## SCALEHOUSE SERVICES SPECIALIST, SENIOR (continue)

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### Illustrative Tasks (continued)

- Supervises subordinate employees; conducts performance reviews; recommends the hiring and firing of staff.
- Conducts monthly one on one progress meetings with subordinate employees.
- Schedules training and classes for subordinate employees.
- Performs employee counseling, coaching, and discipline.
- 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.
- Maintains statistics of scale operations efficiency and accuracy.
- Performs related work as assigned or required.

### 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 lead 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 plan, organize and prioritize work and technical procedures.
- Ability to develop effective office or field work procedures and scale training programs.
- Ability to provide information correctly and concisely, orally and in writing.
- Ability to understand and perform basic written instructions.
- Ability to compose and distribute routine communications.
- Ability to receive the public with tact, patience and courtesy.

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Created	EEOC Code	Overtime Code
2/13	Technicians	Classified