

Scale-House Operator

DEFINITION

The Scale-House Operator position is limited to the Edmonton Waste Management Centre (EWMC), Waste Management Services, which includes numerous facilities and specialized sites. This position weighs and tracks all loads of waste and recyclables entering and leaving the EWMC through scale related software; directs incoming traffic; identifies types of material; records and maintains computerized records of materials and customer accounts with billing information; performs cash handling and general labour duties.

This position provides a high level of customer service to commercial and residential customers as well as contractors and other City staff. The Scale-House Operator primarily works inside the Scale-House, but also handles and processes hazardous materials and performs various labour activities to maintain the site and ensure an efficient traffic flow.

The identification of various materials and the data entry and word processing into various types of software requires careful attention to detail and application of procedures. Incumbents initially work under supervisory guidance and assistance from experienced staff learning various technical details before working independently making appropriate decisions and attaining customer service targets.

TYPICAL DUTIES *

Greets and directs commercial and residential customers entering the EWMC; identifies the materials, recyclables and waste incoming and leaving and records items, customer and billing information into the scale software

Records weight of loads entering and leaving the EWMC and ensures that prohibited materials are re-directed appropriately outside the EWMC. Checks non-hazardous manifest and Transportation of Dangerous Goods documents and follows special handling procedures and policy for hazardous waste, for example asbestos disposal or procedures for rejecting / denying access with material; tests loads for radiation with radiation detectors and hand held Geiger counters

Provides accurate information to customers in public or by phone including but not limited to: fee schedules, hours of operation, securing of loads, material accepted for disposal, unloading directions, manifest requirements, reimbursement procedures, alternative disposal and recycling options

Ensures that all customers are charged correctly for various services and that the cash handling procedures are adhered to for acceptance of cash, debit, credit, cheques etc.; maintains cash floats daily, balances daily transactions, matches deposits to reports, completes overage and shortage reports and prepares bank slips

Identifies and records material confirming accurate weigh scale receipts with various information such as vehicle license number, manifest number, material type, tipping facility and signatures

Follows and adheres to OH&S safety regulations and performs work safely in compliance with City and Provincial Occupational Health and Safety and Environmental legislation and policies; informs supervisor of any safety violations or concerns

Supports the residential transfer station operation with handling, sorting and removing unwanted items; prepares shipments of household hazardous waste materials prior to transfer to Eco Stations or recycle processors for materials such as paint cans, aerosols, batteries and propane bottles

Maintains scale site by shoveling snow, sanding, clearing mud and debris, picking up waste materials; ensures gates and buildings are properly secured and locked, armed or disarmed

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of various safety related procedures and policies such as the Occupational Health and Safety codes and regulations, Alberta Environment Protection and Enhancement Act, Alberta Department of the Environment regulations, Transportation of Dangerous Goods Act, WHMIS legislation and regulations and procedures related the EWMC operations

Demonstrated customer service skill and ability to provide courteous and professional services

Demonstrated computer knowledge and skills to perform various data entry and word processing duties

Ability to provide appropriate service professionally to difficult individuals

Ability to understand directions, follow procedures and very detailed identification and material handling requirements

Ability to work in inclement weather, handle various dangerous goods, shovel snow and sand, and clear mud and debris and move or lift various materials

Ability to perform basic math and cash balancing duties

Skill in the safe handling of a wide range of materials some of which may require personal protective equipment and the ability to make decisions that support a safe work environment

Good verbal and written communication and interpersonal skills that supports a team environment

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Grade 12 or GED (General Educational Development). Course work or formal training in basic computer applications and customer service. Valid Class 5 Driver's License and the ability to attain a City Driver's permit. Valid First Aid Certificate and WHMIS training.

A minimum of 2 years of experience dealing with the public in a customer service capacity and performing data entry or word processing. Some labourer and cash handling experience.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10D</u>
Job Code	3311			
Grade	143			
Last Updated:				
Previous Updates:				
Originated:	Jan 2016 LOU			