

Waste Collection Leader

DEFINITION

This work involves the deployment, monitoring, and associated quality and productivity of residential curb side waste collection activities. Collection services include both curb side refuse and recycle materials. Positions in this class plan, schedule and assign waste and recycle collection work activity directly to collectors, ensure that collection activities are performed in a safe and efficient manner, and implement manpower and equipment adjustments to meet daily needs.

Collection schedules and routes are planned through the use of beat maps and incumbents in this class incorporate new service areas and restructure existing routes in response to new and changes to service demands. Daily collection activity is monitored on an hourly basis to ensure service delivery needs are met. Fluctuations due to volumes, season, weather conditions, equipment breakdowns, customer complaints, etc. are part of the overall deployment planning process and may require assignment adjustments to ensure daily workloads are met. Foremen respond to problems and needs of field collectors, concerns raised by Solid Waste Bylaw infractions, and individual customer complaints and concerns. Unusual situations such as Bylaw enforcement cleanups and emergency response assistance is coordinated through the Leader. Leaders also make field decisions in response to emergent situations and initiate field repairs, tire replacement, vehicle towing, etc.

Leaders maintain an ongoing awareness of collection equipment and material handling facility status, and initiate necessary repairs and maintenance to the collection fleet to meet ongoing service demands.

Employees in this class are responsible for the selection, training and performance evaluation of collectors (both refuse and recycle). Leaders deal with collection staff performance management, attendance management, disciplinary and safety issues, injury accidents, overtime authorization, vacation and leave approvals, timesheet approvals and related administrative matters. Leaders ensure that appropriate licensing, safety training and certification and Occupational Health and Safety procedures are followed in the collection area.

TYPICAL DUTIES*

Coordinates daily assignments to collection personnel in accordance with plans and schedules, matching manpower and equipment resources to specific needs and incorporating the requirements of both residential and trade waste in accordance with policy, bylaws and related procedures. Prepares beat maps for assignment to collectors and ensures that maps reflect changes in types of collection, hot spots, location, etc.

Monitors the hour by hour ongoing progress of waste collection activity to beat maps, identifies problems associated with volumes, equipment breakdowns, weather and roadway conditions, etc. and initiates appropriate actions in response to ongoing issues. Records waste volumes, tonnages, and other production data.

Receives incoming complaints and issues from collectors and provides required direction and support on a timely basis, attending collector sites when necessary.

Responds to incoming complaints, unusual pickup requirements, recurring problem areas, etc. in order to comply with applicable policies, procedures and bylaws.

Responds to incoming emergency requests such as roadway accidents, chemical spills, etc. and ensures that spill handling is conducted in accordance with approved procedures.

Performs court ordered bylaw infraction yard cleanups in conjunction with Bylaw Enforcement.

Coordinates the pickup and handling of special handling waste such as Christmas trees, parade cleanups, special events, etc., in conjunction with other areas such as Community Services and Transportation and Streets.

Assists with interviewing applicants for collection work, selects new employees, arranges for training and orientation of successful applicants and evaluates the suitability of individuals during probationary service.

Evaluates collector performance on an ongoing basis and determines the need for equipment and handling training, re-assignment, safety training, discipline, attendance management and related procedures.

Monitors the operational condition and efficiency of the collection and equipment handling fleet, schedules and arranges for maintenance and repair activity, and responds to unusual equipment malfunction and service problems.

Conducts staff safety discussions, occupational health training, etc. and maintains an awareness of ongoing issues related to health and safety.

Initiates staff disciplinary procedures (counselling, oral and written warnings, etc.) in areas of performance, attendance, safety and equipment handling violations, etc. prepares required documentation as required and refers chronic or severe disciplinary matters to the supervisor.

Provides coverage for the Collection Supervisor as required.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the equipment, procedures, routes, and associated policies and Bylaws related to the City's waste collection program.

Ability to effectively supervise the daily ongoing activities of a large waste collection workforce, including performance monitoring, attendance management, and Occupational Health and Safety compliance.

Ability to organize, deploy and lead a large workforce to meet service demands and to initiate changes in response to changes, emergent situations, etc.

Ability to effectively interpret and apply the concepts, principles and behaviours consistent with leading, motivating and encouraging staff; ensuring compliance with the City's policies and procedures and representing the City of Edmonton in a professional, honest, respectful, and safe manner.

Ability to communicate effectively with the public on matters related to service delivery.

Skilled in the operation of collection vehicles and associated equipment, the use and demonstration of proper lifting techniques and safety procedures.

TRAINING AND EXPERIENCE REQUIREMENTSJob Level

Grade 12 supplemented by foremanship training including Level I and Leading People for Results. A minimum of 3 years of experience in waste management/collection services including operation of all collection vehicles and associated equipment is required.

Valid Alberta Class 3 Drivers License with airbrake certification, City Driving Permit.

** 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.*

Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	1902			
Last Updated:	2008-03			
Previous Updates:				
Originated:	2005-05			