



City of Tempe

SOLID WASTE OPERATIONAL COORDINATOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	543	<i>Department:</i>	Municipal Utilities
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Solid Waste Equipment Operator II+
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives general supervision from management and/or professional staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three (3) years of experience in data gathering, analysis and/or reporting. Six (6) months of experience using Geographic Information System mapping software or working with automated vehicle locating systems.
<i>Education:</i>	Equivalent to an associate’s degree from an accredited college or university with major course work in Geographic Information System (GIS), computer science, management science, business administration or related degree.
<i>License / Certification:</i>	Possession of a valid driver’s license.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City's stated mission and values. To perform micro-routing of solid waste collection services using experience-based techniques for problem solving, learning, and discovery as well as computer assisted routing tools to achieve maximum efficiencies and balance. A large responsibility of this job function is to dispatch work orders, dispatch operators and communicate with customers and operations. This class is also responsible for the analysis and development of productivity measurements to simplify and/or improve processes, determining performance standards by tracking and trending data, and conducting operations and vehicle costs and usage rate analyses. Provides computerized reports and provides a range of administrative and technical support to the management team within the assigned division.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Dispatch work orders, dispatch operators and communicate with customers and operations;
- Solve basic problems with a variety of software programs; GIS, automatic vehicle location systems, spreadsheet, database and/or system software and hardware; taking this information and providing micro routing strategies;
- Design and analyze systems, processes, procedures, forms, and work measurements to effect methods of improvement, work simplification efficiency, improvement of manual processing, or for adaptation of potential automated solutions;
- Analyze operational efficiency and effectiveness which includes, analyzing data to develop optimized routing systems; perform self-conducted time studies and data analysis; make decisions and take action to correct unbalanced routes and change the type of collection service; collect and track operational production and performance data; develop processes for coordinating and disseminating production and performance data to supervisors and management; maintain accurate records;
- Obtain facts through an automatic vehicle locating system and visual on-site evaluations to design new routes; assist in monitoring route production levels to ensure optimum production; regularly adjust routes as needed to maintain accuracy and optimization of production and balance;
- Develop and maintains a framework for the integration and implementation of technical standards and guidelines used for the design of technical solutions;
- Work in conjunction with IT to leverage technology solutions for area business needs; and assist in the implementation of hardware and software;
- Input, update and maintain GIS databases; and coverages, layers and linkages to various databases;
- Ensure information on work orders is accurate by comparing City's mapping system and the GIS system to ensure accurate location; uses a computer to update job order status and write reports on incorrect or missing assets;
- Communicate ideas and recommendations verbally and through written reports to management and staff; recommend procedural changes to improve employee safety and productivity; and form problem solving teams, as needed;
- Complete and maintain a variety of reports, data, files, calendaring activities as directed by the management team;
- Responsible for maintaining inventories of equipment, supplies and technological equipment;
- Provide technical training to employees for automated systems, and increase production techniques;
- Determine the equipment, tools and resources needed to complete assigned projects; and order/maintain adequate supplies for assigned duties;
- Communicate with the general public including answering customer service inquiries; participate in special activities such as outreach campaigns and community meetings;
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles (i.e. light trucks and cars);
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines;
- Extensive reading and close vision work;
- May work alone for extended periods of time.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective December 2015

Effective August 2018 (update min qualifications, essential job functions, and job duties)

Revised March 2019 (PW reorg – moved to Municipal Utilities Dept)