



## **Scalehouse Services Specialist 2**

**Category:** Classified  
**Pay Grade:** C18  
**Job Code:** 16925

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

Performs independent, complex, specialized technical work in solid waste operations consisting of, but not limited to, supervising and leading scalehouse functions and customer account servicing; maintains supervisory responsibility over personnel engaged in the proper and efficient completion of vehicle weighing, determining the acceptability of waste, and performing associated financial transactions; determines and directs customers to the proper disposal location, customer service, and various other related functions needed to maintain the overall operations of the facility as required; holds lead cashiering responsibilities such as safe access, change bank verification, and maintenance; verifies individual cash receipt reports and deposits, preparing master deposits and generating the Supervisor's Daily Deposit Report.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Controlling scale traffic flow and distribution;
- Troubleshoots hardware and software programs for operating scales;
- Verifies weight and cash transactions;
- Operates a computerized scale application to weigh vehicles, processes environmental waste which requires special handling and 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 and performs calculations;
- Performs mathematical operations to provide monetary change and prepares and maintains records of transactions;
- Supervises subordinate employees, conducts performance reviews, and recommends the hiring and firing of staff;
- Conducts monthly one on one progress meetings with subordinate employees;
- Schedules shift coverage, training and classes for subordinate employees;
- Performs employee training, counseling, coaching, and discipline;
- Coordinates clerical and administrative activities within the scalehouse environment;
- Operates computers, calculators, and other office equipment for completing scalehouse 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 other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Four (4) years of customer service experience and experience in preparing, processing, and maintaining financial records; or an Associate's degree with major coursework in business, finance, accounting, or a directly related field and two (2) years of technical or professional experience in the areas described above which includes one (1) year supervisory or lead worker experience or an equivalent combination of education, training, and/or experience.

#### **Special Qualifications (May be required depending on area of assignment):**

- Florida Driver's License or Florida Commercial Driver's License 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 knowledge, skills, abilities, and credentials required for a specific position.

#### **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 scalehouse 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.

### **PHYSICAL/MENTAL DEMANDS**

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Kneeling:** Bending legs at knee to come to a rest on knee or knees.

- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

### **WORKING CONDITIONS**

Work is performed in an environment where errors can lead to significant physical or mental consequences for self or others.