



JOB DESCRIPTION

TITLE: Scale Operator\Customer Service Representative

DATE: 10/2021

REPORTS TO: Office Manager

FLSA: Non-exempt

JOB SUMMARY

Under general direction, provides customer service related to landfill operations. Performs general gate keeping duties for the landfill, weighs materials, and checks incoming loads for hazardous and prohibited waste.

PRINCIPLE DUTIES

1. Monitors entrance to landfill, enforces compliance with landfill operational standards. Screens all loads brought to the landfill to prevent admission of any potential hazardous substance or prohibited materials. Greets the public, assists users with landfill information & directs customers to the designated areas for type of refuse being disposed.
2. Weighs vehicles in and out, assesses & collects disposal fees, issues receipts and provides correct change; balances register at the end of each day.
3. Verifies daily, weekly, & monthly records.
4. Performs clerical and routine correspondence; prepares standard reports associated with landfill disposal and waste diversion.
5. Keeps scale house and office neat, and organized; monitors break room & customer convenience area for cleanliness and refills supplies as needed.
6. Performs other duties as assigned or required.

OTHER ASPECTS OF THE JOB:

Physical and Environmental Conditions: Physical demands include but are not limited to: sitting, talking, hearing, seeing, standing, walking, driving; use of hands and fingers to operate office equipment and machines; and occasionally lifting and/or moving objects up to and including 25 pounds. Work is performed primarily in an office setting or well-lighted and temperature-controlled working environment.

JOB QUALIFICATIONS

Required: High school diploma or GED equivalent.
One (1) year experience in customer service or clerical setting.
Experience in Microsoft Office.
Successful completion of TCEQ Waste Screening Course within 6 months of employment.

Preferred: Bilingual (English and Spanish)