

EXHIBIT A



CLASS SPECIFICATION

CLASS TITLE: SCALE HOUSE SUPERVISOR

DEFINITION:

To organize, plan, and supervise the operations and staff of the City's Scale House at the City of Napa Materials Diversion Facility (MDF); to act as point person and provide liaison activities as a representative of the City's interests with other agencies, contractors, and supporting departments; direct, coordinate and monitor the work of assigned staff and perform a variety of complex technical, administrative, and financial work in support of MDF.

DISTINGUISHING CHARACTERISTICS:

The Scale House Supervisor is a supervisory-level classification in the Materials Diversion Division of the Utilities Department. Under general direction, the incumbent exercises independent judgment in planning, organizing, supervising, reviewing, and performing analysis for Scale House activities.

Positions at this level are distinguished from technical-level classes within the series by the level of responsibility assumed, complexity of duties assigned, and independence of action taken.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Materials Diversion Analyst.

Exercises direct supervision over technical staff.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Plan, prioritize, assign, supervise and review the work of staff involved in Scale House activities; participate in the selection of staff, coordinate staff training, conduct performance evaluations, recommend discipline, implement discipline procedures as directed, approve or deny leave requests.
- Set team priorities, evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; ensure completion of assigned work.
- Oversee accounting and customer service duties related to Scale House transactions and sales revenue including reconciliation, audit, reporting, account entry. Contact references for new credit line applicants, determines credit line amounts. Research and facilitate responses to credit card disputes.
- Generate and build reports for all transactions including billing, permitting, invoices, and reconciliations; review reports for accuracy and provide corrections.
- Monitor and maintain proper inventory and operation of equipment, materials, and supplies necessary to conduct the work.
- Represent the City with external agencies, contractors, boards, and other City departments.
- Attend scales that weigh and record recycling loads, both inbound and outbound, for Composting and MDF. Determine proper disposal and/or recycling fees based on defined formulas and other established criteria; communicate with and collect fees from customer.

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- Ensure positive customer service, act as supervisor on duty for a variety of questions and complaints from the public concerning MDF/Composting processes and operations; direct customers to appropriate location/resources based on requests.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion, and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Principles, practices, and techniques of administration, personnel management, supervision, and training.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.
- Basic business letter writing and reporting formats.
- Principles and practices of business arithmetic.

Ability to:

- Supervise, train, and evaluate staff.
- Work collaboratively with internal and external entities to achieve desired programmatic goals.
- Understand, interpret, and apply administrative policies and procedures as well as pertinent federal, state, and local laws, codes, and regulations.
- Schedule, organize, and prioritize timelines and schedules for self and others in an effective and timely manner.
- Prepare clear and concise complex technical documents, presentations and reports.
- Perform arithmetic calculations accurately.
- Communicate clearly and concisely, both orally and in writing, comprehend and make inferences from materials.
- Operate and use modern office equipment and technology, including computers and related software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives, and activities.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge, skills, and abilities would be:

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Equivalent to the successful completion of twelfth grade. Possession of an associate's degree in business administration with specialized training in solid waste transfer, disposal, or equipment maintenance is desired.

At least two years of working experience in general clerical or office experience, operating a computer, cash register, and customer services including one year of lead responsibility. Experience with operating scales at a recycling or similar facility is highly desired.

Special Requirements:

Possession at time of hire and continued maintenance of a valid California Class C driver's license is required.

Working Conditions

Essential duties require the mental and/or physical ability to: work in a small climate-controlled workplace and outdoors with exposure to weather, odors, dust and pollen; willingness to work week-ends, extended hours, and/or designated holidays. Work may include prolonged sitting, standing, walking on uneven and slippery surfaces, kneeling, bending, squatting, ascending and descending stairs and ladders, grasping, frequent repetitive hand motion, lifting, carrying, and moving objects of light to moderate weight (25 – 50 pounds). Essential functions must be performed with or without reasonable accommodation.

Employment Type: Full-Time Classified

Bargaining Unit: NCEA

FLSA Status: Non-Exempt

Established: TBD