

**REFUSE COLLECTION SUPERVISOR (4101)**  
**TASK LIST – 2020**

**REFUSE COLLECTION**

1. Assigns and adjusts collection crew assignments for regular and relief personnel, such as Refuse Collection Truck Operators and Maintenance Laborers, by utilizing field dispatching methods, including two way radio communications and cellphones, in order to ensure that refuse collection assignments are completed safely, timely and efficiently.
2. Oversees the timely departure of crews by coordinating personnel and equipment, such as the trucks to collect the refuse and recycling, assigned cellphones to communicate with staff, and bar code scanners used to capture the serial numbers of the trash containers, in order to ensure the collection schedule begins on time.
3. Oversees the maintenance of records and maps in SanStar for bulky item collection and container services, electronic waste (e-waste), and white goods (e.g. refrigerators, ovens, microwave ovens, and dishwashers) in order to ensure that all routes are covered.
4. Inspects and oversees the servicing of collection vehicles and associated equipment, such as front-loader, side-loader, rear-loader, roll-off, automatic, semi-automatic, and box trucks, cellphones, and scanners, in order to maintain standards of cleanliness and general appearance and ensure that the equipment is fully operational and safe to use.
5. Monitors daily reports of equipment availability using documentation, such as an Equipment Hold List and Daily Control Record, in order to dispatch safe and functional trucks for use by refuse collection crews.
6. Conducts daily field observations of refuse collection crews by visiting various collection routes or viewing their progress on SanStar in order to monitor refuse collection.
7. Reviews complaint records, including for information such as the number of complaints received, locations, and addresses, in order to ensure that refuse collection crew performance meets Department standards.
8. Inspects dumpsites weekly by monitoring the use of personal protective equipment (PPE), alerting crews of hazards in the transfer stations or landfills, and verifying that different types of waste are going to the appropriate stations in order to ensure crews are dumping safely, timely, and efficiently.

## **CONFLICT RESOLUTION**

9. Resolves complaints by tactfully responding to emails or calling customers and reports results in writing to City Council Offices or various City sections, such as the Customer Care Division, 311 Referrals, and the Bureau of Sanitation's Executive Management, in order to provide excellent customer service and address issues.

## **SUPERVISION**

10. Determines employee training needs, maintains records of trained employees, and trains employees in the use of various types of collection equipment and computerized monitoring devices in order to ensure that employees are trained in the proper procedures for refuse collection.
11. Administers and oversees personnel matters, such as employee evaluations, enforcement of Equal Employment Opportunity (EEO), leaves of absence, vacations, discipline and grievances, in order to carry out supervisory responsibilities.

## **SAFETY FOCUS**

12. Recommends improved safety devices and collection techniques to the Bureau of Sanitation's Industrial Safety Compliance Division, such as personal protective equipment (PPE) and proper lifting techniques for manual collection of bulky items, in order to ensure the safety of staff while performing their daily duties.
13. Participates on District Safety Investigations Panels as needed in order to provide the Department insight and expertise when needed during investigations related to refuse collection operations and to help prevent future accidents.

## **WRITTEN COMMUNICATION**

14. Drafts memoranda for staff regarding work situations that arise requiring documentation, explanation, and suggested actions to be taken in order to ensure that a consistent procedure is followed.