ASHEVILLE, NORTH CAROLINA

Classification Specification

Area Supervisor, Code Enforcement
Job Code: 4110
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to supervise day-to-day operations and staff involved in solid waste collection activities in an assigned area of the City and to interpret and enforce applicable sanitation and environmental codes and ordinances.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and

provide technical expertise; provides progress and activity reports to management; and updates and maintains department standard operating procedure manuals.

Supervises solid waste collection operations for an assigned area of the City: assigns routes; monitors and ensures completion of routes and route optimization; resolves route problems and issues; participates in collection operations, as needed; and enters and maintains collection operations data and records into computer systems.

Coordinates and supervises other Division activities, such as cart billing and maintenance, set out services, downtown and special event collection, fleet repair and maintenance etc.: receives and reviews applications for services and events; establishes and updates routes, as needed; updates and maintains account and billing information, cart and receptacle assignments, and warranty information in Department computer systems; coordinates cart and receptacle delivery and repairs; schedules and coordinates preventative maintenance and repairs of trucks and equipment with Fleet Shop, including truck and equipment malfunctions occurring during route collection; and completes and submits accident and damage reports.

Performs customer service functions: receives and responds to escalated customer service concerns, questions, and complaints regarding sanitation services; conducts research and resolves problems, such as missed collections, property damage, collections questions, or other issues and concerns.

Participates in community outreach and education: attends school events, homeowner's association meetings, Asheville downtown Association meetings, and other events and meetings, as assigned; answers questions and provides information regarding trash concerns, recycling, sanitation operations, code enforcement or other issues; makes presentations; and distributes fliers and other collateral materials.

Responds to complaints of violations of City sanitation codes and ordinances, including homeless camps and illegal dumping, and investigates possible infractions: conducts site visits to determine validity of complaints or to enforce codes; collects, evaluates, records, and preserves evidence; interviews witnesses and gathers information; takes and files photographs to document violations; and conducts research regarding property ownership as needed.

Determines compliance or non-compliance with codes: meets with property owners to discuss violations; issues code compliance notices, official correction notices, and/or citations to violators, as appropriate; serves citations via certified mail or in person; and performs follow-up site inspections as needed.

Interprets and enforces the provisions of applicable sanitation and environmental codes, ordinances, and standards: provides information and technical assistance concerning code requirements; discusses problem areas with property owners; makes suggestions and recommends solutions to problems; responds to questions concerning code violations; and conducts research as needed.

Maintains records of enforcement activities: enters data regarding work activities and violations into computer system; maintains comprehensive case files; and conducts records maintenance activities in compliance with guidelines governing record retention.

Operates and maintains a variety of equipment and tools to complete work activities, such as City vehicle, pickup truck, knuckle boom truck, tanker/flusher truck, backhoe, switch and go truck, rear packer garbage truck, skid steer, automated garbage truck, dump truck, roll off truck, hand tools, or other equipment and tools.

Communicates with supervisor, subordinates, other City employees, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, service requests, tonnages tickets & reports, vehicle

maintenance logs and reports, fuel reports, timesheets, work orders, brush lists, white goods lists, case files, inspection reports, event applications and checklists, warranty logs, warning notices, notices of violation, citations, accident reports, private road agreements, attendance records, leave requests, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required, with vocational or technical training in heavy equipment operation, code enforcement, or a related field; supplemented by three years of experience in heavy equipment operation, code enforcement, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina Class B Commercial Driver's License (CDL), including appropriate endorsement(s).

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving

the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, and prolonged standing, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.