



CLASSIFICATION TITLE: Customer Service Associate – Solid Waste	JOB NUMBER: 7248	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Solid Waste Manager	PAY GRADE: 13	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs administrative support work assisting customers in person and by telephone, receiving and providing customer service information, preparing and processing billing, cashiering, scheduling, providing general clerical support duties and related work as apparent or assigned. Work is performed under the close supervision of the Solid Waste Manager (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Assists customers at scale house window; obtains weight records as customer vehicles enter the scale; collects and receives payment; exchanges information regarding contents of incoming materials; directs customers to designated area for disposal.
- Researches and responds to questions and complaints concerning services, payments, billing, rates, or changes regarding procedures; escalates any concerns that need supervisor assistance.

- Prepares and distributes invoices according to established procedures; checks balances; requests corrections for billing errors and may adjust (if applicable) to assure accuracy.
- Balances cash drawers and prepares bank deposits; records and summarizes daily transactions.
- Maintains a high level of confidentiality and discretion in working with customer information, including Payment Card Industry (PCI) regulations.
- Organizes and coordinates office functions; receives and processes division mail; receives telephone calls and provides information as appropriate; prepares and sends correspondence and notifications according to established procedures.
- Creates and edits customer accounts; schedules collection services; completes scheduling protocols for use by Solid Waste Collections staff; creates service orders for repairs, deliveries, and removal of waste containers.
- Processes contracts for drop box services; reconciles extra services completed on routes with their associated fees; and prepares reports, charts and graphs as requested for division operations and regulatory purposes.
- Maintains records and files pertaining to divisional operations, programs and expenditures; may assist with public records requests for division.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations.
- Basic math and computer skills.
- Proper telephone techniques and etiquette.
- Various financial, utility, and document management enterprise software systems.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Proper cashiering procedures, to include making accurate change, reconciling cash drawers, and preparing deposits.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

Skills and abilities to:

- Provide excellent customer service.
- Handle transactions accurately and efficiently.

- Learn to interpret, apply and explain laws, codes, regulations, policies and procedures.
- Learn and adhere to typical office policies, rules and practices.
- Type at least 35 wpm with accuracy.
- 10-key by touch with speed and accuracy.
- Data entry (Alpha-Numeric) by touch with speed and accuracy.
- Understand and follow oral and written directions.
- Work with and maintain confidential information.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

High school diploma or GED and one (1) year experience providing customer service.

COMPETENCIES

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.

- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work occasionally requires lifting, carrying, pushing, pulling and exertion of up to 30 pounds of weight and seldom up to 50 pounds; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel; frequently requires repetitive motions and occasionally requires standing, walking, stooping, kneeling, or crouching and reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; occasional exposure to outdoor weather conditions and operating motor vehicles; work is generally in a moderately loud to loud location (e.g. business office, light to heavy traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.



Human Resources Director Date 1/16/2024



Department Head Date 1/16/2024



City Manager or Authorized Designee Date 1/16/2024