JOB ANNOUNCEMENT
General Public
OPEN DATE: January 1, 2023
CLOSE DATE: Until Filled

JOB TITLE: Scale Attendant **PAY RATE:** $12.00/hour

DEPARTMENT: Utilities **DIVISION:** Solid Waste

SUMMARY

The Scale Attendant is an entry level position that will perform a variety of customer service, financial and administrative tasks related to the receiving of refuse material from the City of Las Vegas solid waste collection system. The incumbent will provide service for residential and commercial customers as well as private waste haulers.

DUTIES AND RESPONSIBILITIES

- Provides high quality customer service over the phone and in person by developing and maintaining polite, effective working relationships with others.
- Responds to customer inquiries, complaints, issues, and concerns, in a polite, courteous, respectful, tactful, and non-confrontational manner.
- Explains policies, procedures, and regulations regarding the disposal and recycling process, site operations and the fee schedule system, in person or over the phone.
- Weighs loaded and empty residential and commercial vehicles on computerized platform scale to determine gross and tare weights.
- Calculates disposal charges based on current City of Las Vegas E-Code 361-10 fee schedule, visual inspection of load material and net weight of vehicles using a calculator/computer; collects the appropriate fees by cash, check, and appropriate charges to customer's account.
- Searches, locates, and retrieves customer utility account information from the customer provided utility bill and city's billing system.
- Verifies account status and accuracy of information to ensure correct amounts and process for payment.
- Perform mathematical computations.
- Issues receipts to customers for fee transactions
- Provides and processes various documents/forms for payment.
- Collect and compile a variety of data and information.
- Submits documents to accounting department for processing.
- Maintain accurate records and files of transactions including files of receipts, vouchers and other documents according to established procedures.
- Reads reports, computes, and records daily fee transactions on cash drawer, verifies cash on hand and produces reports.
- Handles, sorts, counts, and totals cash, checks and guarantees payments, makes change and balances a cash drawer.
- Reports stalled vehicles and accidents to appropriate staff.
- Operates and maintains automated platform scale including making readings, detecting the malfunctioning of the scales and computer equipment, troubleshooting breakdowns, relaying issues to appropriate staff, and processing customer transactions manually, reports platform scale malfunctions to supervisor.

- Maintains neatness of scale house office area; secures the scale house and arms the security system at the end of each shift.
- Assists the Administrative Aid as necessary.
- Other duties as assigned.

MINIMUM JOB QUALIFICATIONS

- High school diploma or equivalent.
- Two (2) years' experience with customer service and office work including use of computers with office software programs.

EMPLOYMENT REQUIREMENTS:

- Must possess and maintain a valid and insurable New Mexico Class D Driver's License
- Must obtain a Transfer Station Operator and Scale Operator certification within one year of employment.
- On-Call duties are possible. Staff is required to perform duties on weekends, holidays, and outside the normal working hours.
- Due to the need to be able to contact employees in emergency situations, employees having this job title must either have a telephone or ready access to a telephone at their residence. When contacted, the employee is expected to report to work unless there are special non-reoccurring circumstances.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to use computers and related technology efficiently.
- Good communication (both written and verbal) skills.
- Ability to follow written and verbal instructions.
- Ability to understand and follow applicable Federal, State and local laws, codes, and regulations related to disposal site and transfer station operations.
- Knowledge of general office safety rules and office procedures.
- Ability to provide excellent customer service
- Must possess strong math skills

WORK ENVIRONMENT & PHYSCIAL DEMANDS

- Work is primarily in an indoor setting.
- Must be able to lift/carry up to 25 pounds.

NOTE: This position is subject to drug testing both pre-employment and random as set forth in the City of Las Vegas Drug Policy.

APPLICATION PROCEDURE – Interested applicants must submit a City of Las Vegas Employment Application.

The employment application is available at:
www.lasvegasnm.gov/departments/human_resource_deparment/job_listing

Applications can be sent to: Human Resources Department
1700 N Grand Avenue
Las Vegas, NM 87701

OR send via email to: mgarcia@lasvegasnm.gov

Reviewed and approved for publishing by:

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