

DISPATCHER/ CLERK

The purpose of this Job Description is to outline the responsibilities of a Dispatcher/ Clerk, to define the areas of review to be covered during a performance evaluation, and to list the minimum requirements for filling this position.

RESPONSIBILITIES

In summary, the Dispatcher/ Clerk shall report to the Financial Manager and/ or Operations Manager as deemed appropriate by the Executive Director. The main duty of the position is the operation of dispatching of Roll-off Trucks. The Dispatcher/ Clerk shall have or acquire a Weighmaster's license for the Authority's certified scales and will provide as substitute Weighmaster when needed.

SPECIFIC DUTIES

1. Professionally answer Roll-off customer's calls and take orders for Roll-offs including payments.
2. Assist with answering the NTSWA phones and answering customer questions and/or addressing their concerns.
3. Schedule Roll-offs for delivery and pick up, updating and directing drivers as needed.
4. Taking new garbage customer's information and adding them to routes as needed.
5. Using mapping techniques to assist with building new routes and/or updating existing ones for maximum efficiency.
6. Maintain and update monthly dispatch sheets (sooner if needed).
7. Tracking garage inventory for parts including assisting with ordering of parts as needed and checking orders against invoices when they arrive.
8. Entering inventory of parts in the computer for an official inventory list.
9. Fill in as Weighmaster when and as needed including all duties listed on Weighmaster job description.
10. Assist customers with form U as needed.
11. Courteously accept and transfer telephone messages.
12. Maintain the office area to project a clean, organized and professional image.
13. Adhere to all policies and procedures set forth by the Northern Tier Solid Waste Facility including the Code of Employee Conduct and Code of Ethics
14. Other duties as assigned by the Financial Manager, Operations Manager, Environmental and Regulatory Compliance Manager and Executive Director.

QUALIFICATIONS AND REQUIREMENTS

1. Four year high school degree or equivalent
2. PA drivers license and must meet employment MVR check in accordance to NTSWA policy.

3. Must be able to pass pre employment drug and alcohol testing and random, reasonable suspicion, and post accident testing after employment.
4. Must be able to meet the bonding requirements of our carrier.
5. Be a reliable and conscientious employee who is safety minded.
6. Ability to communicate effectively both verbally and in writing and work as part of a team.
7. Ability to operate the following equipment: Truck weighing scales, weight computer terminal, calculator, copier, scanner, email, tape measures, telephones, 2-way radios and other office equipment as necessary.
8. Excellent interpersonal skills and ability to work well with the public while representing the Authority.
9. Ability and willingness to be open to change and provide constructive feedback.
10. An aptitude for keeping accurate, detailed records.
11. Acquire and maintain a Pennsylvania Weigh master license
12. Familiarity with PA DEP solid waste regulations and refuses equipment preferred.
13. The ability to work in a loud noise environment while handling the stress associated with many mentally demanding tasks simultaneously.
14. Ability to communicate effectively both verbally and in writing and work as part of a team.
15. This position requires light to moderate physical ability.

Date Reviewed with employee: _____

Employee Signature: _____

Foreman Signature: _____

** At will employment status: This job description is not intended in any way to create, and does not create, a durational term of employment or an employment contract, express or implied, between the employee and the Northern Tier Solid Waste Authority. Nor does it limit or restrict NTSWA with respect to the creation or termination of relationships with its employees. As an employee-at-will, employment with NTSWA may be terminated at any time, with or without cause and without notice by the employee or the NTSWA. Updated January 2024