

**MAJOR FUNCTION**

This is responsible supervisory office and field work in the enforcement of City ordinances and regulations pertaining to refuse collection and in the enforcement of the City's refuse collection contracts. Work involves the issuance of violation notices and appropriate follow-up activities to effect compliance with City ordinances, regulations and contractual obligations. Prepares liquidated costs associated with the contractor's non-compliance. The employee must exercise independent judgment and initiative in performing assigned duties. Employee receives general supervision from the Administrative Services Manager. Work is reviewed through observations, reports, conferences, and results obtained. Assigns investigations to Inspectors requiring thorough follow-up with customers. Manages Solid Waste call-backs, investigates illegal dumping to determine responsible party. Recommends the selection, transfer, promotion, grievance resolution, discipline, or discharge of subordinate employees. Conducts performance evaluations, and recommends approval or denial of merit increases.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Conducts investigations of public complaints or requests regarding contractor and City-provided services for solid waste and recyclable materials collection. Conducts ongoing commercial audits, maintains inspection records, prepares reports regarding findings and makes recommendations regarding compliance actions. Prepares reports detailing activities of the solid waste contractor which may result in liquidated damages. to enable the City to pursue legitimate complaints of contractual violation for administrative and monetary remedies against contractors. Conducts technical inspections for compliance with the City's solid waste ordinance and communicates corrective actions to property owners, account holders or tenants as needed. Monitors and evaluates service with regard to effectiveness, compliance and cost. Initiates corrective action against contractors when performance results in service or schedule variances. Initiates and dispatches field orders. Prepares for and conducts weekly contractual meetings, maintains notes from the meetings, and inputs refuse schedules for premises. Represents the City at neighborhood and homeowners association meetings addressing their solid waste concerns. Provides assistance and represents the department at Pre-development Review and other meetings. Performs related work as required.

**Other Important Duties**

Serves on cross-functional teams as required. Attends developmental/training opportunities sponsored or sanctioned by the City. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of City ordinances, rules and regulations governing waste collection. Considerable knowledge of the geography of the City and adjacent areas. Ability to make inspections and conduct investigations in a fair and impartial manner. Ability to read and interpret technical language as is found in legal contracts. Ability to communicate clearly and concisely, orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to operate standard office equipment. Skill in the use of microcomputers and associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a high school diploma or an equivalent recognized certificate and six years of experience in investigative or inspection work, monitoring and administering contracts, or a related

field; or an equivalent combination of education and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Must obtain Florida Association of Code Enforcement Level 1 certification within 6 months of employment and maintain certification as a condition of continued employment in the position.

Established: 8-13-11