











POSITION DESCRIPTION

Title: Deputy Solid Waste Officer II

Department: Solid Waste

Job Analysis: September 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Deputy Solid Waste Officer/Operations Coordinator

Subordinates: None

Internal Contacts: Solid Waste Staff, Purchasing, Tax Assessor, Sheriff Department, Highway Department, CIS Department, License Inspectors Office, Code Enforcement

External Contacts: Property Owners, Residents, Waste Institutions, Utility Companies, Municipalities, Postal Service, 911 Addressing, District Attorney's Office, Health Department

Status: Classified/Non-Exempt (311)

Job Summary

The Deputy Solid Waste Officer II position will aid the Solid Waste Officer to ensure residences are in compliance with the mandatory collection requirements, in the unincorporated areas of Baldwin County. The position will work closely with Local, State and Federal Agencies to ensure compliance with Environmental Laws and Regulations as well as County Resolutions and Ordinances. This position is responsible for environmental complaint tracking and ensuring proper departments and agencies are notified of potential investigation assistance. This position will attend enforcement proceeds including but not limited to Show Cause Hearings and prosecution trials in District Court.

An employee in this job is frequently exposed to outside terrain and weather conditions.

Job Domains

Investigates and monitors illegal dumps, burning or other disposal complaints. Acts as a liaison with various regulatory state and local agencies and/or departments to document and track specific problem areas or sites to bring about a unified resolution for all parties.

1. Participate in Show Cause Hearings.
2. Prepares summons for District Court complaints post Show Cause Hearing under the direction of the Deputy Solid Waste Officer/Operations Coordinator.
3. Coordinates with the District Attorney's Office on pending court cases.
4. Assists with complaints and investigation of illegal dumps and regulatory interface thereafter, this will be approximately half of the workload assigned to the position.
5. Provides documentation to the Billing Office to sign up non-participating residents.
6. Maintains all documents in an auditable state.
7. Assists Deputy Solid Waste Officer/Operations Coordinator in assisting Collections Operations as needed.

Knowledge, Skills, and Abilities

1. Computer skills in various programs.
2. Ability to communicate effectively with customers.
3. Math skills to perform basic mathematical operations.
4. Reading skills to understand various documents.
5. Knowledge of filing system.
6. Knowledge of County Commission procedures, as well as, general office procedures.
7. Ability to keep clerical records and prepare accurate reports.
8. Ability to prepare effective written correspondence and effective verbal skills.
9. Operate office machines such as typewriter, PC, copy machine, 10-key calculator, etc.
10. Knowledge of basic accounting procedures.
11. Self-motivated and team player.
12. Ability to organize heavy workload and accomplish required tasks.

Other Characteristics

1. Ability to work under stress of recurring deadlines.
2. Must be willing to work overtime, weekends, and holidays to complete work within specified period of time.
3. Willing to travel as required.
4. Performs all other duties as required.

Minimum Requirements

1. Associate degree or equivalent, in an environmental science or related field.
2. Two (2) years' experience in local, state, and federal environmental regulations.
3. Experience with civil and criminal investigations desired.
4. Experiences with input and maintenance of customer service and complaint tracking databases.
5. Experience in service orientated field with heavy customer service preferred.

POSITION DESCRIPTION

Title: Landfill Gas Technician

Department: Solid Waste

Job Analysis: September 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Deputy Development & Environmental Director

Subordinate staff: None

Internal contacts: Solid Waste Department Staff

External contacts: ADEM Regulators/Inspectors, Engineers, Private Contractors, Vendors

Status: Classified/Non-Exempt (312)

Job Summary

Primary job function is the operation and maintenance of landfill environmental and control systems. Experience with operation and maintenance of landfill gas collection and control systems (GCCS) including but not limited to landfill gas (LFG) extraction, well tuning, HDPE fusion and PVC piping assembly, and LFG flare and blower station operation. Experience with landfill leachate and wastewater control and pumping systems. Experience with calibration and use of LFG monitoring and data collection devices. Proficient writing and computer skills to log data, fill out necessary operating reports, and transfer field gathered data. Knowledgeable and well versed in regulatory compliance requirements relative to work activities.

Job Domains

A. General Tasks

1. Complete landfill gas system well field balancing in accordance with regulatory guidelines
2. Prepare well field monitoring reports
3. Complete landfill gas extraction system maintenance activities including flare system maintenance, condensate pump station maintenance, and other system components as specified by the manufacturer (activities may require heavy lifting)

4. Assist in the compliance reporting for landfill gas system under the regulatory permitting program
5. Conduct environmental monitoring and/or sampling activities
6. Maintain gas and leachate systems liquid removal pumps as needed
7. Program environmental monitoring equipment
8. Complete unscheduled landfill gas system repairs after component failure
9. Complete extension of landfill gas extraction wells as necessary.

B. Planning and Coordination

1. Review, analyze and suggest improvements to Department Staff related to operational efficiencies.
2. Conduct studies and evaluations of landfill environmental and control systems and prepare operational and procedural recommendations to Department Staff.
3. Provides technical assistance and guidance for environmental and control systems to Department Staff.

C. Miscellaneous

1. Complete training and continuing education as necessary to achieve and maintain Certifications required by Federal, State, and Local regulations.
2. Strive to continually improve the efficiency and quality of the environmental and control systems.

Knowledge, Skills, and Abilities

1. Writing and oratorical skills necessary to make reports to Department Staff and Regulatory Entities.
2. Knowledge of applicable occupational safety, health, regulatory requirements, codes and permits.
3. Planning and scheduling skills to provide guidance to contractors and other professionals.
4. Ability to conduct meetings over large and small groups.

Other Characteristics

1. Must work non-regular hours when necessary.
2. Willingness to attend meetings and other work activities after normal working hours.

Minimum Qualifications

1. High School Graduate with some college.
2. Three (3) years of experience with landfill environmental and control systems including Landfill Gas Recovery.
3. Valid driver's license.
4. Computer, mechanical and construction experience.

5. Written and verbal communications skills.

Preferred Qualifications

1. Bachelor's degree in engineering, environmental science, or a closely related field.
2. Experience operating heavy equipment typically used on a landfill.
3. Alabama Landfill Operator's Certification.
4. HAZWOPER 40-hour training.

POSITION DESCRIPTION

Title: Scale Attendant II

Department: Solid Waste

Job Analysis: September 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Senior Billing Account Specialist - Landfill

Subordinate Staff: None

Internal Contacts: Billing/Collections Staff, Solid Waste Officer, Landfill Manager, Call Center, Equipment Operators

External Contacts: General Public

Status: Classified/Non-Exempt (307)

Job Summary

Weighs vehicles in and out of landfill to determine revenue owed. Handles all reporting of transactions at landfill. Assist with training of other employees by providing leadership and promoting in-depth knowledge of scale operations.

Job Domains

1. Weigh all vehicles coming into and leaving landfill as outlined by operations procedure.
2. Calculate monies owed and determine cash or billing.
3. Maintain records of all transactions as outlined by operating procedure.
4. Balance accounts daily.
5. Prepare receipts for deposits.
6. Maintain effective working relationship with public.
7. Keep Landfill Supervisor and Senior Accountant aware of any unusual situations.
8. Maintain communications with other internal contacts.
9. Accept and prepare payment for deposit and processing.

Knowledge, Skills, and Abilities

1. Skills to communicate with the public in a polite and courteous manner.

2. Skills to perform basic mathematical operations.
3. Skills to clearly and neatly complete forms, receipts, permits, etc.
4. Skills to understand written instructions, directives, manuals, laws, and regulations.
5. Ability to operate calculator.
6. Knowledge of basic accounting.

Other Characteristics

1. Must be willing to work overtime, weekends, and holidays to complete work within specified period of time.
2. Willing to travel as required.

Minimum Qualifications

1. Possess a high school diploma or GED.
2. Experience in service-oriented field with heavy customer service preferred.
3. Must possess Alabama Landfill Operator's Certification.
4. Must have five (5) years relevant experience at MSW Landfill.

POSITION DESCRIPTION

Title: Senior Billing Account Specialist – Customer Service/
Compliance/Debt Collection

Department: Solid Waste

Job Analysis: September 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Customer Service Manager

Subordinate Staff: None

Internal Contacts: BCSW Staff, CIS Department

External Contacts: Commercial and Residential Customers, Municipalities, Health Department

Status: Classified/Non-Exempt (310)

Job Summary

The Senior Billing Account Specialist – Customer Service/Compliance/Debt Collection is primarily responsible for processing high volume of residential and/or commercial account payments received in house via phone, mail, payment drop-box or walk-in customers. Daily processing will include retrieving and opening all payment envelopes, separating and working any accompanying correspondence, sorting checks and reviewing remittance slips for proper coding and accuracy, creating payment batches for system upload from scanning software application and/or manual spreadsheet entry. Also responsible for processing all checks using remote check scanner and submitting corresponding deposits through online banking. Must reconcile deposit details to subledger and bank daily; document and resolve any discrepancies in a timely manner. Record daily payment processing activity to excel spreadsheet for monthly revenue reconciliation purposes. Ensure all images and captured documents are legible and electronically filed for archive and research purposes. Serves as a back-up to the Customer Service Manager and assists with any and all aspects of customer service including resolving customer complaints and performing research to resolve account balance disputes to achieve debt collection goals and ensure compliance while maintaining excellent customer care standards. Make decisions regarding necessary account adjustments and prepare documents to post debit and credit balance adjustments to residential customer accounts. Plays key role in the exemption application processes. This position also works closely with and acts as backup to other Senior Billing Account Specialist accounting positions, along with other Billing Specialist positions to

ensure service excellence, administrative, billing and accounting priorities and deadlines are met. Performs other related work as assigned or required.

Essential Job Functions

1. Daily processing of residential and/or commercial payments with a high volume of checks.
2. Prepare, review, batch, and post credit and/or debit balance adjustments to customer accounts.
3. WebPortal account administration support.
4. Assist with autopay reporting as well as customer communication and notification of expirations.
5. Assist end users with general software/hardware issues and questions.
6. Must be flexible and able to prioritize work to accomplish deadlines while maintaining high quality results.
7. Prepare various reports, spreadsheets, and/or projects as assigned.
8. Assist with any and all aspects of customer service as needed.
9. Assist with all aspects of Exemption application processing, including but not limited to, assisting walk-in customers with application submissions, mail-out process, and any follow-up necessary to complete applications and update accounts accordingly.
10. Perform supervisory duties in the absence of Customer Service Manager to help manage front desk line and workflow assignments with staff.
11. Act as backup to other Senior Billing Account Specialist accounting positions as needed.

Billing:

1. Maintain billing and collection documentation in an auditable state.
2. Prepare all documentation necessary to request, debits, credits, and balance adjustments to customer accounts.
3. Review, batch and post submitted credit and debit account adjustments to subledger.
4. Perform research, as needed, to ensure accurate records of property, probate and e-911 addressing.

Collections:

1. Open, extract, sort, review and batch checks and remittance slips received in house.
2. Post payments received to the proper account and maintain accurate files to the satisfaction of state audit requirements.
3. Prepare the necessary documents/deposits for an accurate paper trail of daily transactions posted.

Customer Service:

1. Handle customer complaints, record the complaint, and resolve the issue. If it involves another department forward a copy to the department and track the complaint until it is resolved.
2. Assist customers with determining correct account status, i.e. Full Time, Seasonal, Vacant or Commercial.

3. Assist customers with allowed exemptions, send out applicable letters and applications to qualifying residents.
4. Ability to schedule, confirm and conduct exemption site visits to qualifying residents.

Operations:

1. Work, review and analyze reports and procedures to develop strategies for maximizing efficiencies within the department.
2. Assist Customer Service Manager in directing staff in accordance with all applicable state and local laws and ordinances.
3. Assist Customer Service Manager in monitoring employee calls and phone volume through Open Scape system.

Knowledge, Skills, and Abilities

1. Skills to communicate effectively with office staff, general public, and elected officials.
2. Skills to prepare reports and complete forms.
3. Skills to understand written instructions, manuals, and correspondence.
4. Ability to assign tasks.
5. Ability to operate office machinery such as calculator, computer, copy/fax machine, typewriter, and mail opener/sorter.
6. Ability to operate automated capture equipment and related software.
7. Knowledge of basic accounting and general office procedures.
8. Knowledge of EnCore Residential computer software.
9. Knowledge of the AS400 System (Revenue) and 911 Addressing database.
10. Knowledge of Word, Excel, and Power Point.

Other Characteristics

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.
3. Ability to work under stress of recurring deadlines.

Minimum Qualifications

1. Valid driver's license and be insurable by the County's insurance standards.
2. Associates degree or equivalent.
3. Two (2) years' experience in accounting/bookkeeping.
4. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
5. Solid Waste Accounts Receivable experience desired.
6. Experience with computerized accounting systems desired.
7. Experience in service-oriented field with heavy customer service experience preferred.
8. Bondable by County insurance.
9. Banking experience desirable.

POSITION DESCRIPTION

Title: Staff Accountant

Department: Solid Waste

Job Analysis: September 2020

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Relationships

Reports To: Development and Environmental Director

Subordinate Staff: Senior Billing Account Specialists, Scale Operators, Office Administrator – Solid Waste Maintenance

Internal Contacts: Solid Waste Staff, Officials and employees of the Commission Office, Budget & Purchasing Department, Accounting, CIS Department, Revenue Commissioner's Office, and the Sheriff's Department

External Contacts: General Public, Vendors, Customers, Insurance Companies, FEMA, State Agencies, Local Municipalities, Postal Service, 911 Addressing, District Attorney's Office, Health Department

Status: Classified/Exempt (S313)

Job Summary

The Senior Accountant – Solid Waste is responsible for the daily accounting and budgeting operations for all cost centers in the department which includes Magnolia Landfill, MacBride C & D Landfill, Bay Minette Transfer Station, Eastfork C & D Landfill, Redhill Landfill and Garbage Collection. This position is also responsible for: Solid Waste billing, receivables, new accounts and maintaining existing account relationships, maintaining account records and preparing special financial reports and statements, creating the annual department budget and monitoring the budget on a monthly basis, overseeing all purchase orders, receiving paperwork, and invoices for all locations in the department, overseeing and administering all software programs for Solid Waste, handling correspondence incoming and outgoing between county, local, state and agencies, checking the accuracy of Kronos payroll prior to sign off and responsible for submittal of reimbursement requests for FEMA disasters and coordinates with FEMA Project Officer.

Job Domains

A. Accounting and Financial

1. Special Projects and Proformas.
2. Collect receivables.
3. Daily accounting reconciliation.
4. Prepare various reports upon request.
5. Coordinate debris management records.
6. Process monthly billing.
7. Process NSF's.

B. Filing and Records Management

1. Maintain Solid Waste financial records.
2. Maintain budget records.
3. Assists in maintaining landfill permits, reporting and operational files.
4. Ensures monthly, quarterly, and year end documentation is sent to accounting.

C. Operations Responsibilities

1. Coordinate all purchasing and receiving for all Solid Waste Departments.
2. Maintain all records of purchasing and receiving for all locations of the Solid Waste Department.
3. Work with accounts payable department and purchasing to correct any problems with accounts.
4. Oversee software and computer applications for Solid Waste.
5. Manage all customer accounts and disputes.
6. Create agenda action items as required or needed.
7. Assist in keeping track of permit expirations, renewals, reporting requirements.
8. Prepare reimbursement requests to FEMA for disaster relief and submits proper documentation to the Project Officer.

D. Reports

1. Prepare ADEM Quarterly Disposal Fee Reports.
2. Prepare ADEM Quarterly Reports.
3. Prepare Monthly Operating and Financial Reports.
4. Process expense vouchers for the department.

E. Personnel

1. Create and update organizational chart for department.
2. Verify time on Kronos each pay period and work with managers to ensure accuracy.
3. Supervise Scale Operators, Senior Billing Account Specialists and Office Administrator – Solid Waste Maintenance.

Knowledge, Skills, and Abilities

(Any item with an asterisk will be taught on the job.)

1. Skills to communicate effectively with office staff, general public, and elected officials.
2. Skills to perform accounting and bookkeeping operations, conduct audits and monitors budgets.
3. Skills to prepare reports, complete forms and compose letters.
4. Skills to understand written instructions, manuals and correspondence.
5. Ability to assign tasks and supervise/evaluate employees.
6. Ability to operate office machines such as calculator, computer, copy machine, fax machine and typewriter.
7. Thorough knowledge of basic bookkeeping and accounting principles and procedures.
8. Knowledge of EnCore computer software for commercial and residential accounts.
9. Knowledge of E1 accounting program.
10. Knowledge of the AS400 system.
11. Knowledge of Word, Excel, Access, Power Point and Organizer.
12. Knowledge of Kronos Time Keeping Program.

Other Characteristics

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.

Minimum Requirements

1. Bachelor's degree in Accounting or related field.