

WASTE SERVICES CLERK I  
WASTE SERVICES CLERK II

DEFINITION

To perform a variety of customer support and clerical accounting duties in support of solid waste operations; to assist commercial and residential customers; and to review Waste Management Plans for compliance purposes.

DISTINGUISHING CHARACTERISTICS

Waste Services Clerk I - This is the entry level class in the Waste Services Clerk series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Waste Services Clerk I is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Waste Services Clerk II - This is the journey level class in the Waste Services Clerk series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED:

Waste Services Clerk I

Receives immediate supervision from assigned management or supervisory staff; and technical and functional supervision from a Solid Waste Billing Technician.

Waste Services Clerk II

Receives general supervision from assigned management or supervisory staff; and technical and functional supervision from a Solid Waste Billing Technician.

May exercise technical and functional supervision over lower level staff as appropriate.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide customer service to City residential customers as it relates to weekly garbage and recycling collections services by telephone, or e-mail; receive, research and respond to customer complaints and inquiries.

Provide information to residents regarding the Household Hazardous Waste guidelines and requirements; schedule collection appointments.

Receive information necessary to assist commercial customers with establishing temporary utility billing accounts as it relates to construction projects within the City.

Receive and respond to billing related questions in support of commercial accounts.

Receive and process requests from commercial customers to modify service levels and update routes accordingly.

Approve and process Waste Management Plans, ensuring compliance with Green Building Code requirements.

Close out work orders.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Waste Services Clerk I

Knowledge of:

Modern office procedures, methods and computer equipment.

Basic methods of record keeping, including personal computer uses related to spreadsheet and database applications.

Basic mathematical calculations.

English usage including spelling, punctuation and grammar.

Principles of customer service.

Ability to:

Learn to perform a variety of customer service and billing duties in support of specific assigned functional areas.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Learn to operate a personal computer for data entry, inquiry, and report generation.

Make accurate mathematical calculations.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative relations with those contacted during the course of work.

Experience and Training

Experience:

No experience is required.

AND

Training:

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade, GED, or higher level degree; supplemental course work in accounting, office management, computer science or related field is desirable.

License or Certificate

Possession of a valid California Driver's License by date of appointment.

Waste Services Clerk II

In addition to the qualifications for the Waste Services Clerk I:

Waste Services Clerk I/II

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Knowledge of:

Methods and practices of utility service billing.

Pertinent local, State and Federal laws, ordinances and rules related to solid waste.

Ability to:

Independently perform difficult and responsible customer service work.

Respond to and assist in resolving inquiries related to solid waste operations.

Interpret and apply City municipal codes, policies and procedures.

Experience and Training

Experience:

Two years of responsible experience performing duties comparable to that of a Waste Services Clerk I in the City of Roseville.

AND

Training:

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade, GED, or higher level degree; supplemental course work in accounting, office management, computer science or related field is desirable.

License or Certificate

Possession of a valid California Driver's License by date of appointment.

07-30-22      Waste Services Clerk I/II  
05-09-18  
08-25-12      Finance Clerk I/II

Waste Services Clerk I/II

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Account Clerk I/II

08-15-00

12-23-98

09-09-01

10-01-88

07-01-79

10-30-73

01-08-79

10-30-73

Account Clerk I/II

67

65

64

Account Clerk

Customer Service Representative I/II-Finance

07-1-04

08-15-00

02-16-00