



JOB DESCRIPTION

Title: Sanitation Dispatcher

Department: Finance

Reports to: Utility Billing Supervisor

Pay Grade: 52

Date Adopted: July 17, 2024

Revision Date:

Last Revision Date: N/A

Type: Full Time

Part Time

FLSA: Exempt Salary

Non Exempt Hourly

Union: Yes

No

Job Summary:

Coordination of Sanitation operations to maximize productivity and ensure prompt, professional, and efficient customer service, such as assigning routes, maintaining route sheet documentation for pick-ups, and handle customer issues received from MARS customers. Provide financial record keeping functions and perform skilled work in billing, obtaining financial data, and maintaining accounting records. Process invoices and payments, balance the cash drawer, and complete bookkeeping duties involved in supporting the general ledger. Perform general clerical and customer service duties. Receives telephone calls and citizen visits concerning utility billing or services and uses judgment in accordance with policies and procedures to resolve issues.

Essential Functions:

1. Assign routes for Sanitation collection to drivers based on designated routes and driver locations. Dispatch drivers to calls as they are received, utilizing information on customer needs, driver locations and loads, and daily factors to balance cost and speed of response.
2. Handle incoming calls, e-mails, and customer issues received from MARS customers. Manage requests for pick-up or container delivery in a timely manner and initiate outbound calls to customers as needed.
3. Gather and maintain route sheet documentation for pick-ups (scheduled, missed, extra pick-ups), route completions, and driver locations. Report and document driver performance issues, concerns, or disputes to appropriate management for resolution.
4. Complete various municipal accounting operations and budget compliance tasks within the general ledger, accounts receivable, accounts payable, payroll, and purchasing.

5. Assist in the preparation of various financial reports, records, and account reconciliation.
6. Assist in the preparation of financial related federal, state, and local reports, including but not limited to W-9's, and 1099's.
7. Balance daily receipts, prepare deposits, and may take funds to financial institution for processing; disburse payment from and maintain records for petty cash.
8. Enter time sheets for all departments for the preparation of payroll. Check timesheets for incorrect input of hours and correct errors.
9. Prepare and maintain bookkeeping and records of various funds. Create and maintain vendor accounts. Enter invoices to be paid for all departments according to the budget. Balance invoices and prepare payment approval reports. Prepare and mail checks upon approval. Maintain files of invoices and expenditures.
10. Maintain and track all paperwork and invoices related to grants. Prepare reimbursement reports when project is complete.
11. Mail out customer statements. Create and mail invoices from service orders. Balance investment work orders for total cost.
12. Maintain records for utility services, including but not limited to, water valves, transformers, security lights, and street signs.
13. Process purchase orders and work orders; prepare summaries and special reports; process accounts payable and distribute charges to accounts; maintain accounts receivable and spread revenues to accounts; maintain records of capital assets and depreciation; prepare and run a variety of financial and related reports.
14. Carry out a limited amount of typing, filing, and general office work.
15. Assist with receiving utility payments, processing incoming mail, and payments from the overnight utility deposit box. Balance cash drawers daily and prepare daily cash report.
16. Assist with completing applications for new service. Prepare service orders for special reads and disconnection of services. Create new utility accounts and set up electronic customer records. Process and maintain changes in customer names, addresses, account status, or meter locations.
17. Respond to a variety of customer questions over the telephone and in person and work to resolve issues by using judgment and decision making skills in accordance with policies and procedures.
18. Operate Microsoft Word, Excel, Power Point, Gmail, etc.

19. Operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
 20. Must be able to report to work within thirty-five (35) minutes for emergencies under normal driving conditions.
 21. Employee must be able to be "on-call".
 22. Keep confidential information confidential.
 23. Serve on City phone bank and provide administrative support as needed during Emergency Operations.
 24. Work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available to communicate with subordinates, supervisors, customers, vendors and any other persons or organizations with whom interaction is required to accomplish work and employer goals.
 25. Punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
 26. Perform other work which is consistent with the essential functions of the job.
 27. Perform other duties as assigned.
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Education and Special License(s)/Certifications:

High School diploma or equivalent required.

Associates Degree or additional courses in bookkeeping, data entry, and office procedures and practices or equivalent experience preferred.

Experience:

Experience performing billings and/or data entry preferred.

Three (3) or more years of experience performing accounts payable, payroll, or general accounting preferred.

Skills:

1. Effective oral and written communication skills.
2. Good listening skills.
3. Ability to perform basic math and accounting skills.
4. Ability to apply accounting and bookkeeping procedures.
5. Organizational skills.
6. Analytical skills.

7. PC computer skills. (Windows-based word processing and spreadsheet software skills).
 8. Manual dexterity.
 9. Ability to work in environment with constant interruptions.
 10. Good typing and data entry skills.
 11. Reading.
 12. Good customer/public relations.
 13. Ability to work independently.
 14. Working knowledge of word processing, email, and calendaring computer software applications.
 15. Excellent interpersonal skills.
 16. Excellent grammar, punctuation, spelling, and proofreading skills.
 17. Ability to perform complex math and accounting skills.
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Mental Requirements:

1. Ability to organize files and retrieve data effectively.
 2. Ability to learn and understand PC software applications.
 3. Alpha and numeric recognition.
 4. Ability to prioritize work.
 5. Logical reasoning.
 6. Patience.
 7. Ability to carry out assignments through oral and written instructions.
 8. Concentration.
 9. Accounting principles.
 10. Ability to compute basic math computations.
 11. Ability to work on several projects at once.
 12. Ability to work under distracting conditions.
 13. Ability to read and comprehend City policies and ordinances, State, and Federal laws and regulations.
 14. Ability to train and guide others.
 15. Ability to exhibit tact, diplomacy, and judgment when dealing with co-workers, other City employees, and external contacts.
 16. Ability to analyze complex problems and recommend possible solutions.
 17. Ability to multi-task.
 18. Ability to work under pressure.
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Physical Requirements:

1. Ability to lift 20 pounds and transport 20 feet.
2. Ability to make and receive phone calls.
3. Visual stamina and acuity adequate to review alpha/numeric data and spend long periods looking at computer screen.
4. Ability to operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
5. Hand and eye coordination adequate to input computer data and operate various office equipment.

6. Ability to sit and be attentive for extended periods of time.

Supervisory Responsibility (Direct and Indirect):

None

Disclaimer:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

Approved:

Tobias J. Tempelmeyer, City Administrator

July 17, 2024