

January 2014

SCALE ATTENDANT

NATURE OF WORK

Operates scale recording device that records truck weights, recording required data that is not automatically recorded, and screening truck loads for unauthorized waste.

Work is performed under the supervision of the Financial Support and Scalehouse Administrator with important day-to-day input provided by the supervisor of the particular worksite (typically a Transfer Station Supervisor).

CRITICAL ELEMENTS OF PERFORMANCE

Accurately weighs trucks and processes transactions; including entering codes, truck identification information, customer account number, and waste type, and properly posting payment. Manually records information in logs as needed.

Ensures scales and recording devices are operating properly. Reports scale malfunctions to the Financial Support and Scalehouse Administrator.

Reroutes trucks for examination of loads and screens truck loads for hazardous or unauthorized waste.

Reports hazardous or unauthorized waste to the site supervisor.

Processes credit card payment and ensures balances are correct at the end of each shift.

Informs customers of disposal policies and proper disposal procedures.

Receives and handles phone calls and face-to-face interactions in an efficient, professional, and friendly manner. Provides useful directions and information to user clientele.

Deals effectively with varying rate structures and load compositions.

Performs other duties as needed and/or required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM JOB

Knowledge of Paradigm computer system.

Knowledge of tipping fees and data codes.

Knowledge of the operation of the SPSA scale facilities.

Ability to make simple mathematical computations.

Ability to operate a ten-key adding machine.

Ability to perform computerized data entry accurately and rapidly.

Ability to trouble-shoot minor data processing problems.

Ability to perform credit transactions.

Ability to communicate effectively both orally and written.

Skill in interpersonal relations and the exercise of good judgment and discretion in order to deal effectively with employees, vendors, customers, government officials, and the general public.

Skill in operating a computer for inquiries and data entry, and in operating a ten-key adding machine.

MINIMUM QUALIFICATIONS

Any combination equivalent to high school graduation and one year demonstrated experience in data entry, scale operation, and/or cashiering.

Elements of this position may vary based on location assigned.

Must be able to perform all the essential functions of the job.

ACCOUNTABILITIES

SCALE ATTENDANT

1. Accurately weighs and records data utilizing proper data codes, vehicle identification information, and customer information in a timely and efficient manner. Enters appropriate truck load data and codes into computer system generating credit transaction tickets which are recorded accurately and distributed to customers and the proper SPSA department in a timely and efficient manner. Processes credit card transactions and ensures balances are correct at the end of each shift. Ensures scales and recording devices are operating accurately.
2. Processes customer transactions smoothly and efficiently, keeping traffic moving efficiently while maintaining excellent levels of accuracy. Effectively deals with varying rate structures and load compositions. Accurately identifies various load compositions and screens trucks for hazardous or unauthorized waste. As needed, reroutes trucks for examination of load without unnecessarily disrupting traffic flow.
3. Willingly rotates among various SPSA work locations, as schedules, vacancies, and operational needs require. Adapts well to these changes, providing excellent customer service regardless of location, and maintaining courteous and professional relationships with all customers and employees encountered.
4. Receives and handles phone calls and face-to-face interactions in an efficient, professional, and friendly manner. Provides useful directions and information to user clientele. Informs customers of proper disposal policies and procedures in an efficient and professional manner.
5. Treats all customers in a pleasant, considerate, and efficient manner. Maintains clear and concise communication, and courteous, professional relationships with co-workers, other SPSA employees at all levels of the hierarchy, and external customers.
6. Follows SPSA policies and procedures. Demonstrates SPSA's mission statement and shared values in daily actions, service, appearance, and attitude. Represents the department in a manner which demonstrates pride, competence, integrity and professionalism.
7. Informs customers of proper disposal policies and procedures in an efficient and professional manner. Maintains clear and concise communication, and courteous, professional relationships with SPSA employees at all levels of the hierarchy, government officials, vendors, and external customers. Exhibits skill in interpersonal relations and the exercise of good judgment and discretion in order to deal effectively with people of diverse backgrounds and experience levels.

**AMERICANS WITH DISABILITIES ACT
ESSENTIAL FUNCTIONS LIST**

JOB TITLE: Scale Attendant

ESSENTIAL FUNCTIONS	MENTAL, PHYSICAL AND EQUIPMENT REQUIREMENTS	% OF TIME
1 Operate scale recording device that records truck weights, data entry and transaction processing.	Mental ability to read, write, and comprehend. Requires finger dexterity, ability to maintain sitting position for eight hours and to work in small spaces. Ability to operate and interpret instructions. Ability to process credit card transactions ensures balances are correct at the end of each shift Verbal communication skills and ability to relay information to the public, peers, and supervisors.	45%
2 Customer relations	Ability to deal with the public in a pleasant, considerate, and efficient manner while maintaining a controlled temperament under sometimes adverse conditions. Requires some standing and stretching to check vehicles and pass out tickets and information pamphlets.	45%
MARGINAL FUNCTIONS		
1 Answering telephone	Mental ability, finger dexterity, and ability to answer incoming calls and transfer such calls to proper extension.	8%
2 Keeping work area clean	Requires physical ability to stand, walk, stoop, and do general cleaning in the scalehouse (sweeping, moping, cleaning windows, and counter tops, and emptying waste baskets).	2%

NOTE: Work is performed in an area where tractor trailers come and go very close by throughout the entire shift. Depending on wind direction, this activity can bring dust and exhaust fumes in through the open window of the Scale House to where the Scale Attendant is located. During seasons of extreme heat and extreme cold, it can be difficult to regulate the temperature inside the Scale House.

Sufficient vision and hearing required to perform the essential functions of the job listed above

ADA STATEMENT

The specific position requirements will determine whether the function is essential or marginal, and it may vary for positions with the same job title.

By typing my name below, I understand that I am applying my electronic signature and certifying that I understand that this is not an expressed or implied contract for employment and does not alter the "at will" status of SPSA employment. I have read and understand the job description and stated job functions and certify that I can perform all the essential functions of the position for which I am applying with or without a reasonable accommodation. I understand SPSA management reserves the right to change or modify the job duties and content of any and all SPSA positions, as it deems necessary, in its sole discretion. If there are essential functions which I cannot perform, I acknowledge it is my responsibility to request a reasonable accommodation during an employment interview if I am asked to demonstrate my ability to perform the essential functions of the job, or after a job offer is made, and that SPSA management will evaluate any such request to determine whether or not the accommodation would create an undue hardship.

Applicant/Employee Signature:	Date:
-------------------------------	-------

Please Print Name:



Department of Human Resources
 723 Woodlake Drive
 Chesapeake, VA 23320
 Office (757) 420-4700, FAX (757) 962-7695
<http://www.spsa.com>

APPLICATION FOR EMPLOYMENT

Effect of Nondisclosure: Because this application requests both optional data (other skills, training, etc) and mandatory data (qualifications, biographical, etc.), it is in your best interest to answer all questions. Omission of any items means you might not receive full consideration for a position in which this information is needed. A misstatement of material facts on the employment forms may be used as grounds for not employing you or for dismissing you after you begin work. All statements are subject to investigation. All information you give will be considered in reviewing your employment forms.

PERSONAL INFORMATION

Position Applied For:	Req #:	Position #:
Name:		
Last	First	Middle
Address:		
Number/Street	City	State Zip Code
Primary Contact Number: ()		check one: home work cell pager
Alternate Contact Number: ()		Best time to reach you:

	Yes	No
Are you currently employed by SPSA?	<input type="checkbox"/>	<input type="checkbox"/>
Have you ever been employed by SPSA? If Yes, please give dates of last employment: From: To: Position Held:	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any relatives currently employed by SPSA? If Yes, please give name, relationship, and department:	<input type="checkbox"/>	<input type="checkbox"/>
Are you a citizen of the United States?	<input type="checkbox"/>	<input type="checkbox"/>
If No, do you have the legal right to work in the United States?	<input type="checkbox"/>	<input type="checkbox"/>
Have you ever been convicted of a Felony <input type="checkbox"/> or Misdemeanor <input type="checkbox"/> (including driving-related convictions)? If Yes, please explain and list city, state, and date of every conviction:	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any Felony <input type="checkbox"/> or Misdemeanor <input type="checkbox"/> charges pending against you (including driving-related charges)? If Yes, please explain and list city, state, and date of every pending charge:	<input type="checkbox"/>	<input type="checkbox"/>

COMPUTER SKILLS

Indicate Software Skills & Proficiency level: Indicate level as Beginner, Intermediate, or Advanced under each application as necessary.	Word <input type="checkbox"/>	Excel <input type="checkbox"/>	Access <input type="checkbox"/>	Power Point <input type="checkbox"/>
List any additional software experience:				
No previous computer/software experience <input type="checkbox"/>				

EDUCATIONAL BACKGROUND

Check highest level completed:																					
High School												Received (check one, if applicable)				College				Graduate	
1	2	3	4	5	6	7	8	9	10	11	12	Diploma <input type="checkbox"/>		GED <input type="checkbox"/>		13	14	15	16	17	18
Name of High School:																					
Name of College/University						Location						Hours Completed				Degree Earned				Major or Specialty	
Other (i.e., vocational, technical, business, etc.)																					

LICENSES AND CERTIFICATIONS

List any licenses/certifications or other authorization you possess to practice a trade or profession (CPA, CPR, PE, etc.) including state and expiration date:	State	Expiration
Indicate type of Driver's License: Standard <input type="checkbox"/>	Commercial (CDL) <input type="checkbox"/>	Class

EMPLOYMENT AND VOLUNTEER EXPERIENCE

The Application for Employment and any Supplementary Experience Form(s) must be completed. Starting with your most recent position, describe all paid, military, or applicable volunteer experience, as well as any periods of unemployment, including reasons for unemployment. Describe those duties and responsibilities which best demonstrate your qualifications for this position. A resume may be attached but the application must be completed in full. If additional pages are needed to properly list entire work history, request supplemental work experience forms from the receptionist.

Job Title:	Immediate Supervisor:
Employer:	Address:
Phone:	
Dates of Employment - From: To:	Salary: start final
Reason for Leaving:	Hours/Week: Full-time <input type="checkbox"/> Part-time <input type="checkbox"/>
Description of Job Duties (DO NOT use "see resume"):	

Job Title:	Immediate Supervisor:
Employer:	Address:
Phone:	
Dates of Employment - From: To:	Salary: start final
Reason for Leaving:	Hours/Week: Full-time <input type="checkbox"/> Part-time <input type="checkbox"/>
Description of Job Duties (DO NOT use "see resume"):	

PRIVACY ACT NOTICE

This information is provided pursuant to the Privacy Protection Act of 1976, under Virginia Code, Section 26, for individuals supplying information to include in a system of records. The authority to collect information requested by this form is derived from the Southeastern Public Service Authority (SPSA) administrative policies. The principle purpose of employment forms is to collect information needed to determine qualifications, suitability, and availability of applicants for SPSA employment and of current SPSA employees for reclassification, transfer, promotion, and demotion. Your completed application may be used to examine and/or assess your qualifications; to determine if you are entitled to employment under certain laws and regulations and any applicable requirements; and to contact you concerning availability and/or an interview. All or part of your completed employment form may be disclosed outside the Department of Human Resources to:

- Executive Director and staff or supervisor upon a request for a list of eligibles to consider for employment, reinstatement, reemployment, transfer, promotion, or demotion.
- SPSA investigators to determine your suitability for SPSA employment.
- Federal, state or local agencies to create other personnel records after you have been employed by SPSA.
- Appropriate federal, state, or local agency to the extent the information is relevant to the requesting agency's decision.
- A requesting federal, state, or local law enforcement agencies charged with the responsibility of investigating a violation of the law.
- Anyone requesting statistical information (without your personal identification) and for statistical reporting within the confines of SPSA.
- Any requesting information system after obtaining your voluntary release and the requesting company's assurance for the information protection.

Information regarding disclosure of Social Security Number, if applicable. Disclosure of your Social Security Number (SSN) is mandatory to obtain the services, benefits, or process that you are seeking. Solicitation of the SSN by SPSA is authorized under the provisions of the Social Security Act. Your SSN will be used primarily to identify your records on file with SPSA and to report wages earned, required by law.

ACKNOWLEDGMENT AND CERTIFICATION

- I certify eligibility for employment under the Immigration Reform Act of 1986.
- I acknowledge the Privacy Notice above concerning my application with SPSA.
- I acknowledge, understand, and agree that SPSA has the authority, in accordance with the Fair Labor Standards Act, to award compensatory time at the time and one-half rate in lieu of overtime worked under SPSA's overtime policy for non-exempt employees.
- If employment is offered by SPSA, such employment shall be conditional upon successful completion of a job-related physical, drug screen, criminal background check, and certain waiting periods, in addition to a one year period for access to portions of the grievance procedure. I understand that during my employment with SPSA, I shall be subject to all policies and procedures of SPSA (a copy is available for review). I understand that SPSA retains its right to add, delete, or modify any policy, procedure, or benefit pertaining to employment. I understand that employment is not for a specific or definite term, but that my employment is terminable at will, by me or SPSA, at any time, for any reason, including such factors as unsatisfactory performance, conduct, continued need for the position, or any other facts as determined by SPSA to be in the best interest of SPSA. I understand that no contract of employment will alter my "at-will" relationship with SPSA except the Executive Director of SPSA may enter into any agreement for employment that may modify this "at-will" relationship only if such agreement is in writing and signed by me and the Executive Director.
- I, the undersigned, hereby authorize SPSA to contact firms or agencies I have indicated and to investigate background information which is pertinent to my employment and to hold harmless and release those firms or agencies from any claims for damages of any kind that may occur to me by reasons of furnishing such information.
- By typing my name below, I understand that I am applying my electronic signature and certifying that this application was completed by me and that all statements made in this application and any other pre-employment statements are true to the best of my knowledge and belief. I understand that any misstatement or omission of material facts therein may forfeit consideration for employment with SPSA or be grounds for my discharge once employed.

Applicant Signature _____ Date _____ Receipt by _____ Date _____

**The Southeastern Public Service Authority complies with EEO/ADA guidelines
and is a drug-free workplace.**