

JOB TITLE: Residential Driver
DEPARTMENT: Operations - Residential
ADDRESS:
REPORTS TO: Supervisor, Residential

SUMMARY To drive a front/rear-loader truck on residential routes to collect and transport solid waste to landfills for disposal. Physically loading waste. Responsible for safely, efficiently, and courteously serving customers.

Essential Duties & Responsibilities	Methods, Procedures, Equipment, Materials	Skills, Abilities, Knowledge	(Typical) Physical Requirements	Output, Productivity	Working Condition	Essential/Marginal
1. Performs daily pre- and post-trip inspections. Completes and submits the vehicle condition report at the end of the shift	Walk around visual inspection to check for water, oil, fuel, and hydraulic system leaks. Inspects safety equipment, gauges, fluid levels and checks to ensure that all equipment and systems are operational. After startup, checks gauges and controls.	Knowledge of the truck and its components, and the basic maintenance requirements for safe operation. Ability to read and write English well enough to complete vehicle condition reports.	Walking, bending, climbing, crouching, visually inspecting around and under the truck and its components.	Daily, less than 2% of the day.	Outdoors in all weather conditions.	Essential.
2. Drives the truck along designated residential routes to collect waste and, when the truck is full, take it to the landfill for disposal.	Drives a heavy diesel truck. Frequent stops. Climbs in and out of truck cab, to load residential waste.	Must meet the following requirements: Current Driver's License, CDL status, Class A or B Must demonstrate ability to maneuver truck into and out of minimum clearance spaces, using mirrors to back distances up to approximately 120 feet or more. Able to use a key map to locate service addresses.	Must have a valid 4 page DOT medical examination. Sufficient stamina for driving a heavy truck, climbing in and out of the truck cab to load residential waste. Grasping, gripping controls. Able to work utilizing safety equipment, including hearing protection, safety work shoes, utility gloves, and safety glasses (PPE).	Approximately 50-60% of work day. Work day varies from 6-12 hours, depending on route type, day of the week, and seasonal variations. Summer schedule typically requires 55-60 hours per week. Winter schedule is typically 40-48 hours per week.	Outdoors and in an un-air conditioned truck cab, all weather conditions. Subjected to noise, vibration, heat, cold and strong odors.	Essential.
3. As route conditions require, loads residential waste into the hopper of a truck.	Lifts bags or containers that weigh up to 75lbs. from ground level to a hopper approximately 3 ft. above ground level. Lifts large, bulky, items (such as washers, dryers, tree limbs, concrete, etc.) from curbside to the truck hopper.	Must know and use proper lifting techniques to avoid injury. Able to recognize unacceptable waste (such as gasoline and other flammable, hazardous materials) and report it to the dispatcher and leave a notice to the customers.	Climbing in and out of truck cab, walking, bending, lifting, carrying waste weighing up to 75lbs. (average 20-25 lbs.) from curbside to truck. Sufficient stamina and flexibility of upper arms/shoulders for steady work pace through an entire shift. Avg. is 3 truck load/day (approx. 8-10 tons each), with breaks for landfill runs.	Varies from 40-60% of work day. Duties #2 and #3 combine to approximately 90% of work day.	Same as above.	Essential.

JOB TITLE: Residential Driver/Helper (continued)
DEPARTMENT:
ADDRESS:
REPORTS TO: Supervisor, Residential Rear-Loader

Essential Duties & Responsibilities	Methods, Procedures, Equipment, Materials	Skills, Abilities, Knowledge	Physical Requirements	Output, Productivity	Working Condition	Essential/Marginal
4. Operates mechanical packer to load and compact trash from hopper into the truck body.	Pushes/pulls hand levers to control the packer blade.	Able to follow safety operating practices.	Reaching, pushing/pulling levers.	Several times per hour. (Driver or helper may perform this duty alternately.)	Same as above.	Essential.
5. Courteously interacts with customers and/or the general public along the route to answer questions or respond to requests. Notifies supervisor of issues requiring management action.	Face-to face interactions. May radio information to dispatcher or refer the customer to an appropriate contact person.	Able to learn and use interpersonal skills relating to good customer service.	Means of communication.	Varies, could occur several times per day.	Same as above.	Essential.
6. Cleans waste from the packer blade and truck body on each landfill run. This ensures that equipment operations will continue safely and productively.	Mechanically empties truck body at landfill. Follows lock out/tag out procedure and climbs into truck body. Uses a shovel or clean-out hoe to clean the packer blade and truck body and pushes the waste out of the truck.	Able to follow safe operating practices, including lock out/tag out procedures to ensure truck is inoperative when working in the truck body.	Climbing into body of vehicle approximately 3-4 feet above ground level. Shoveling, sweeping, and pulling debris lodged under the packer blade.	Daily, less than 5% of the work day (2-3 times per day).	Same as above.	Essential.
7. Maintains and submits a DOT logbook, daily route/productivity sheet, and vehicle condition report (post-trip inspection sheet).	Reads the route sheet to determine the day's assignment and special service instructions. Makes notes and fills in the forms, in English, as required.	Ability to read, write, in English, and comprehend the reports well enough to accurately complete daily assignments.	Fine motor dexterity.	Daily, approximately 2% of the work- day.	Same as above.	Essential.

Supervisory Responsibilities -This job has no supervisory responsibilities.

Competencies -To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving- Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Customer Service- Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills- Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication- Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

Written Communication- Writes clearly and informatively; Able to read and interpret written information.

Teamwork- Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Diversity- Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics- Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support- Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.

Judgment - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation- Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing- Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

Professionalism- Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality- Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity- Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security- Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality- Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Dependability- Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative- Asks for and offers help when needed.

Innovation- Generates suggestions for improving work.

Physical Demands The physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts and outside weather conditions in an un-air conditioned cab. Subjected to loud noise, vibrations from operating on rough hard surfaces, heat, cold and strong odors.