



Job:	Sanitation Contract Coordinator/Dispatcher	FLSA:	Non-Exempt
Department/Div:	Public Works Department	EEO-4:	
Reports to:	Director of Public Works	Date:	07/2024
Supervises:	None		
Pay Range:	\$18.28 - \$23.45		

JOB SUMMARY

This position is responsible for coordinating city sanitation contract services and for dispatching department personnel for work duties and tasks.

MAJOR DUTIES

1. Receives and processes complaints from the public regarding sanitation services, including issues related to missed collection, recyclables, missing cans, etc.; relays customer issues to contract service provider.
2. Oversees the city's sanitation services contract; serves as liaison between contract provider and department management.
3. Receives calls and emails and greets visitors. Directs Public Works requests to appropriate personnel or crew.
4. Enters work orders based on public complaints.
5. Enters response of utility locate requests.
6. Dispatches field personnel.
7. Schedules work details for special events.
8. Assists employees with payroll entry software.
9. Performs related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of modern office practices and procedures.
2. Knowledge of the sanitation contract terms.
3. Knowledge of customer service principles and practices.
4. Knowledge of computers and job-related software programs.
5. Knowledge of city streets and geography.
6. Knowledge of departmental policies, procedures and functions.
7. Skill in the provision of customer services.
8. Skill in public and interpersonal relations.
9. Skill in oral and written communication.

SUPERVISORY CONTROLS

The PW Director and Assistant Director assign work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, timeliness, and the nature and propriety of the final results.

GUIDELINES

Guidelines include city codes and ordinances, contract guidelines, and city and department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide administrative and customer service support for the department's contracted sanitation services operations. Success in this position contributes to the efficiency of those operations.

CONTACTS

- Contacts are typically with co-workers, other city personnel, sanitation contract provider employees, and members of the general public.
- Contacts are typically to give or exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent required.
- More than three years of related experience required.

The City of Brunswick is an Equal Opportunity and E-Verify employer.