Job Description

Position:	**Sr. Weighmaster**	**FLSA Status:**	**Non-Exempt**
Department:	**Scales**	**FTE:**	**Full-Time**
Reports to:	**Scales Supervisor**	**Revised:**	**June 2025**

DEFINITION:
Under general supervision, the Sr. Weighmaster performs works alongside the Weighmasters providing customer service to customers with all waste management services transactions; the Sr. Weighmaster performs the more complex transactions and tasks of the Scales operation; processes and analyzes load transactions for accounting purposes; advises customers on the waste disposal matters; researches customer inquiries, complaints, load routing and fee assessment and resolving problems and provides training to subordinate staff.

DISTINGUISHING CHARACTERISTICS:
This is a skilled journey level Weighmaster position and shift lead. Serves as back-up to department supervisor for task assignments, workflow coordination, inter-department coordination, and emergency response, in the absence of supervisor.

ESSENTIAL FUNCTIONS:
The following duties are typical of this classification and are intended only to describe the various types of work that may be performed, the level of technical complexity of the assignment(s) and are not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement to address business needs and changing business practices.

- Coordinates and leads the day-to-day Scales operations, assessing customers' needs and assists Department Manager in developing work schedules.
- Analyzes and processes customer transactions to ensure proper reports of materials, proper customer billing.
- Researches customer inquiries, complaints, load routing and fee assessment, resolving problems.
- Maximizes recycling efforts through load assessment and routing and fee collection.
- Processes customer transactions and maintains transaction records; reconciles all monies collected.
- Maintains monthly billing accounts and a variety of Department performance and statistical records and files.
- Directs customers to appropriate locations for disposal of waste materials.
- Inspects vehicles to identify type of materials for fee determination and instructs vehicle operator on proper location for disposal of waste materials.
- Prepares basic and advanced reports.
- Communicates via the radio with other staff from other departments.
- Answer telephone and provide general information on landfill services or route calls, if needed.
- Operate a variety of office equipment including computer, calculator, copier and fax to perform necessary transactions.
- Work independently and apply sound judgement and critical thinking skills in a variety of circumstances to make effective decisions.
- Speak, read, write English to carry out oral and written instructions as required for successful job performance.
- Adhere to an assigned work schedule, to include Saturdays, and meet District attendance standards.
- All ReGen positions require the employee to provide good customer service to both internal and external customers, maintain positive and effective working relationships with other ReGen employees.
- Must show cooperation and respect to fellow employees and supervisors at all times.
- Performs other job-related duties as assigned.

MINIMUM QUALIFICATIONS AND RESPONSIBILITIES:

Knowledge of:

- Laws, rules and regulations regarding the weighing of vehicles and use of solid waste landfill facilities.
- Sound customer service practices and procedures.
- Weighmaster processes and department functions (in depth) to provide training to new employees and subordinate positions.
- Recordkeeping procedures.
- Cashiering, and telephone techniques and practices.
- Safe work practices and procedures.
- Standard office machines and equipment.
- Operation of computerized scale and fee computation equipment.
- Microsoft Office: Outlook, Excel, PowerPoint, Word at intermediate level.

Ability to:

- Coordinate and lead department workflows and provide lead direction to staff.
- Provide training and transfer knowledge to staff in subordinate positions.
- Complete more complex accounting functions of the Scales Operations.
- Gather, organize, evaluate, and analyze a variety of information.
- Receive money, make change accurately and maintain accurate records.
- Prepare a variety of reports.
- Perform a variety of complex customer service assignments; handles customer complaints with diplomacy and tact.
- Communicate clearly and concisely, both orally and in writing.
- Understand and carry out oral and written instructions and accept constructive criticism.
- Ability to interact tactfully and courteously with the public and other District staff.
- Apply sound judgment in a variety of circumstances with or without specific instructions.

TRAINING AND EXPERIENCE:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- Four years of varied and responsible experience in functions, operations, and services of a solid waste management landfill agency, including experience in operating computerized scales and providing lead direction to assigned staff.
- High School Diploma required. Associates degree preferred.

Special Requirements:

- Weighmaster's License issued by the California State Department of Food & Agriculture required.

PHYSICAL AND SENSORY REQUIREMENTS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

Frequent to constant stand and walk; sit for limited time; frequently bend and turn neck; constant manual/finger dexterity and hand/eye coordination necessary for cashiering functions; frequent to constant reaching forward and to side; constant pulling (ex: tickets off receipt machine); constant hearing and vision to normal range; constant verbal communication; occasionally walk on sloped ground and uneven surfaces; occasionally lift and move objects weighing up to 10 lb.

Mental Demands

While performing the duties of this class, employees are regularly required to: work well under pressure; constant interaction with customers and a variety of personalities; communicate effectively in both written and verbal form; capable of establishing priorities among the essential functions of the job and coordinating these priorities with others; interact with all levels of ReGen management and personnel, and the public.

Work Environment

Work indoors in Weighmaster kiosk; walk outside kiosk occasionally resulting in exposure to outdoor environment. Exposure to airborne pollutants due to vehicle traffic and customers entering and exiting the kiosk through the day. When outdoors, exposure is constant to dust, dirt, exhaust from vehicles and other odors from the facilities and grounds.

ACKNOWLEDGEMENT

I verify that I have received a copy of the job description and I understand the requirements of this position.

Employee Signature

Date

Employee Name – Please Print