

TITLE: REFUSE FIELD INVESTIGATOR

DEFINITION: Under general supervision, performs field inspections, investigates and handles complaints, and assists in the enforcement of municipal code provisions pertaining to solid waste, recycling, and litter prevention and mandatory organic waste disposal reduction.

EXAMPLES OF DUTIES:

- Performs field inspections to determine the sources and quantities of total solid waste, including recycling and organics, being generated;
- Identifies, enforces, and communicates compliance of state laws and municipal code requirements;
- Investigates and handles complaints;
- Assists in the establishment and maintenance of commercial solid waste collection account records;
- Ensures that sections of the Municipal code pertaining to solid waste collection, service charges, and size, content and placement of containers are enforced;
- Contacts and explains to residents and commercial establishments the classification of residential and commercial solid waste charges;
- Assists in the preparation of citations for violations of the code;
- Files complaints, documents onsite and field observations, and issues citations or notices of violations;
- Trains new employees and shares information on instructions, best work practices, safety, procedures, and equipment operation and care;
- Ensure work areas comply with California Industrial Safety Orders;
- Maintains records and prepares reports;
- Utilizes technology to track field activities, initiate and complete work orders, and update charges to accounts;
- Recommends and implements new collection systems to improve efficiency;
- May appear in court to provide testimony on citations and violations;
- May assume duties of the Refuse Supervisor in their absence; and,
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

- Open to current, permanent full-time or part-time City employees in the Public Works Department with one (1) or more years seniority in any of, or a combination of, the following classifications: Recycling Specialist, Refuse Operator, Motor Sweeper Operator, Maintenance Assistant, Clerk Typist, Customer Service Representative, Customer Service Supervisor, Parking Control Checker, or Special Services Officer.
AND

- A total of two (2) or more years of paid, full-time equivalent experience in, or a combination of, the following City of Long Beach classifications: Recycling Specialist, Refuse Operator, Motor Sweeper Operator, Maintenance Assistant, Clerk Typist, Customer Service Representative, Customer Service Supervisor, Parking Control Checker, or Special Services Officer.
- Willingness to work weekends, overtime, and holidays as required.
- A valid driver's license (Class A, B, or C) is required by the hiring department; and a valid Class B license will be required prior to passing probation.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Refuse collection practices and procedures.
- Customer service methods and techniques.

Skills to:

- Use technology for tracking field activities, initiating and completing work orders, and updating account charges.
- Strong attention to detail in conducting inspections, maintaining records, and preparing accurate reports.
- Efficient time management skills to handle multiple tasks, including field inspections, complaint investigations, and report preparation.
- Perform basic arithmetic computations and write legibly.

Ability to:

- Recommend and implement new collection systems to improve efficiency and resolve issues that arise in the field.
- Effectively communicate with the general public to explain waste management regulations to residents and commercial establishments and to provide testimony in court if required.
- Train and instruct personnel on best practices, safety procedures, and equipment operation and care.
- Interpret computerized refuse collection account records, judge and measure refuse volume.
- Effectively address and resolve customer inquiries and complaints.
- Provide excellent customer service to customers.

HISTORY:

Established: 09/01/1974
Revised: 02/05/2025
Approval/Adoption Date: 09/01/1974