

# City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Contract Compliance Technician		
<b>Job Code:</b>	TC5080	<b>Job Family:</b>	Technical/Para-Professional
<b>Pay Grade</b>	503	<b>Date Reviewed:</b>	06/21/15
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	

## GENERAL SUMMARY

Performs contractor monitoring of City Solid Waste provider service collections to ensure services provided are in compliance with contract specifications. Verifies bulk collection routes have been completed, reports missed collections and notifies residents of non-compliance issues.

## ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Monitors contractor/vendor compliance with contract specifications.
2. Conducts site visits to audit contractor compliance with contract requirements and report any discrepancies.
3. Provides information and assistance to local businesses and the general public on contract and City's policies and procedures.
4. Assists with investigations and verify complaints and inquiries at locations in the field.
5. Educates residents to remove items not allowed making pile compliant for pick up.
6. Handles bag tag processes.
7. Takes photos of areas of loose garbage from contractor complaints.
8. Performs other related duties as required.
9. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
  - City Neighborhoods.
  - Occupational hazards and standard safety practices.
  - City Ordinance, Solid Waste Rules and Regulations.
  - City departments.
  - Solid waste programs.

- Contractor pick up schedules.
- Charges for services.
- **Skill in:**
  - Map reading, MAPSCO and GPS.
  - Electronic devices.
  - Customer Service.
- **Ability to:**
  - Read maps and use a MAPSCO.
  - Demonstrate legible handwriting skills.
  - Deal tactfully and effectively with customers.
  - Respond to requests and inquiries from the general public.
  - Work independently in the absence of supervision.
  - Understand and follow written and oral instructions.
  - Communicate clearly and concisely, both orally and in writing.
  - Work independently in the absence of supervision.
  - Establish and maintain effective working relationships.
  - Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.

## **MINIMUM JOB REQUIREMENTS**

High school diploma/GED and two years of directly related experience in contract, compliance, or field environmental experience.

## **OTHER REQUIREMENTS**

Valid Texas Driver's License.

## **WORKING CONDITIONS**

*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.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, intense noises, gases, vibrations, chemicals, oils and workspace restrictions.

## **PHYSICAL DEMANDS**

*The physical demands described here 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.*

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.