

# SELF-HELP YARD ATTENDANT

Recruitment #1901-104761-001

<b>List Type</b>	Original
<b>Requesting Department</b>	DPW-OPS-SANITATION
<b>Open Date</b>	2/18/2019 3:45:00 PM
<b>Filing Deadline</b>	3/11/2019 11:59:00 PM
<b>HR Analyst</b>	Deidre Steward

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## INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

## PURPOSE

Under the direction of the Self-Help Yard Supervisor, the Self-Help Yard Attendant is responsible for staffing two Sanitation Drop Off Centers located at 6660 N. Industrial Rd. and 3879 W. Lincoln Ave. The Self-Help Yard Attendant is responsible for greeting customers, verifying eligibility for site usage, screening vehicle loads, and providing direction to customers at the entrance gate.

## ESSENTIAL FUNCTIONS

- Greet customers at gate and verify proof of eligibility to utilize the Drop Off Centers. Screen vehicle and inspect material that citizens bring for proper disposal. As applicable, explain basis for denial of entrance to citizen based on ineligibility of user or unacceptable status of material.
- Assess the amount and type of materials being disposed and enter details into a hand-held digital device.

- Identify and inspect all waste materials being brought in to ensure that the materials are acceptable and to assess applicable charges.
- Provide guidance and monitor customers' use of site to ensure materials are separated into the proper disposal areas.
- Determine if payment is required and the total amount due. Instruct citizens where to proceed in the Drop Off Center for payment, if required, and to unload materials.
- Provide guidance to customers relative to sorting requirements and proper placement of various items. Inspect all areas of the Drop Off Center to determine if waste and recyclable materials are located in the proper place. If improper material has been placed in dumpster, climb into dumpster and remove improper material.
- For waste material that is not disposed of in dumpsters, inspect area and ensure that such material is in correct location; if such material is not in the correct location, move it to the correct location.
- Direct heavy traffic in Drop Off Center including citizen vehicles, City roll-off style dump trucks, and other commercial vehicles picking up materials for recycling or disposal or placing empty containers. Answer questions and give instructions and directions to visitors to the Drop Off Center.
- Organize workflow and materials in the Drop Off Center. Clean and sweep the Drop Off Center yard.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## CONDITIONS OF EMPLOYMENT

- Consistent with Wis.Stat.Sec.66.0502(4)(b) and Rule VIII, Section 9 of the Rules of the Board of City Service Commissioners, this position has been designated as “emergency personnel”, and the successful candidate will have six months from date of appointment to establish residence within 15 miles of the jurisdictional boundaries of the City of Milwaukee. A map defining the jurisdictional boundary is located on the Fire and Police Commission website at: <https://city.milwaukee.gov/fpc/Residency-Map.htm#.XGSYRk1YaUl>.
- Must be able to work long hours for extended periods of time for snow and ice control operations to include evenings, weekends and holidays.
- Ability to work weekends, irregular shifts and shifts without two consecutive days off.
- Ability to work in outdoors in adverse weather conditions while standing and walking for up to 8 hours.

- Ability to climb ladders and work at heights.
- Ability to lift and carry 50lbs frequently and 100lbs occasionally.

## MINIMUM REQUIREMENTS

1. One year of customer service experience providing information to customers or responding to customer complaints or requests.
2. Valid driver's license at the time of appointment and throughout employment.

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to learn the principles and processes for recycling and proper disposal.
- Interpersonal skills to be able to establish and maintain effective relationships with the general public, departmental personnel and elected officials.
- Customer service skills and the ability to communicate clearly, politely and diplomatically with people whose backgrounds may differ from one's own.
- Skill in organizing workflow.
- Ability to read and interpret work related documents and policies.
- Ability to use hand-held digital devices such as phone or tablet with a mobile printer.
- Ability to visually differentiate objects that are close together, interwoven, of different color and made of different material.
- Ability to stay alert and aware of surroundings in a chaotic setting.
- Ability to perform all functions in a safe manner.
- Ability to work independently as well as part of a team.
- Ability to consistently handle a high volume of customer inquiries (in person and by phone) and other interactions on a daily basis, while remaining composed, diplomatic, and positive.
- Ability to problem-solve and effectively address challenges.
- Honesty, integrity, and professionalism.

## CURRENT SALARY

THE CURRENT STARTING SALARY (PG 8FN) for City of Milwaukee residents is \$38,350 annually, and the current non-resident starting salary is \$37,409 annually.

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program

- Onsite Clinic Services
- Onsite Employee Assistance Program
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits2019>.

## SELECTION PROCESS

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE** - The examination will be held as soon as practical after **Monday, March 11, 2019**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

## ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202

## CONCLUSION

The City of Milwaukee values and encourages diversity and is an equal opportunity employer