

Key Accountabilities:

1. Route Planning & Optimization

- Plan, assign, and adjust daily routes for waste collection trucks to maximize efficiency.
- Use route optimization software to ensure the shortest, most efficient routes based on traffic, weather, and pickup schedules.

2. Scheduling

- Create and manage collection schedules for residential and/or commercial clients.
- Ensure that all customer service requests (regular or special pickups) are scheduled appropriately.
- Adjust schedules in response to holidays, equipment breakdowns, or emergencies.

3. Communication with Drivers

- Maintain continuous communication with drivers to ensure timely collections, relay updates, and handle any changes to the schedule.
- Provide drivers with clear instructions on collection locations, specific client needs, and any potential hazards.

4. Customer Support

- Serve as the point of contact for customers who have questions or issues about their waste pickup services.
- Handle service requests, complaints, or missed pickups and work with the field team to resolve them quickly.
- Notify customers of any service delays or changes, such as route adjustments or rescheduling.

5. Fleet Monitoring & Tracking

- Use GPS and other tracking tools to monitor the real-time location of waste collection vehicles.
- Track driver performance, fuel usage, and adherence to assigned routes.

6. Problem-Solving

- Address and resolve issues such as vehicle breakdowns, missed pickups, accidents, or traffic delays.
- Quickly reassign resources or adjust routes in case of emergencies or unforeseen circumstances (e.g., road closures or bad weather).

7. Compliance & Safety

- Ensure all waste collection operations comply with local, state, and federal regulations, especially regarding hazardous waste handling.

- Promote and enforce safety protocols to ensure that drivers adhere to waste management regulations and environmental safety standards.
- Document and report any incidents, accidents, or safety violations promptly.

8. Data Entry & Record Keeping

- Maintain accurate records of pickups, routes, fuel usage, vehicle maintenance, and driver hours.
- Ensure that all information is up to date for internal reporting, invoicing, and regulatory compliance purposes.

9. Coordination with Operations & Maintenance

- Work closely with operations and maintenance teams to schedule vehicle repairs or routine maintenance without affecting service delivery.
- Ensure that trucks are adequately equipped and in good working condition before dispatch.

10. Waste Volume and Load Management

- Manage and monitor waste volume and load capacity to ensure that trucks do not exceed weight limits and can complete their routes efficiently.
- Communicate with transfer stations, landfills, or recycling centers to coordinate deliveries and ensure compliance with facility capacities.

11. Team Collaboration

- Coordinate with the sales and customer service teams to understand client needs and ensure that service agreements are fulfilled.
- Collaborate with the recycling or hazardous waste teams to ensure that the correct waste streams are handled appropriately.

12. Technology Use

- Operate dispatch software, GPS tracking systems, and communications tools to streamline the dispatching process.
- Train drivers on using mobile apps or in-cab technology for tracking, navigation, and reporting purposes.
- Other duties, responsibilities and activities may change or be assigned.

Additional Duties:

- To attend all meetings as required.
- To show commitment to company values in all aspects of your role.
- To act as a positive ambassador for the business.
- I have received and read my Job Description and understand that it acts as a guide only to my duties and responsibilities and is not exhaustive; I agree to undertake any other duties deemed reasonable by the management.