

DROP-OFF CENTER OPERATOR

Department:	Operation	Location:	Drop-Off Center
Grade/Classification:	Grade 5/Non-exempt	Date:	4.2026

SUMMARY/OBJECTIVE:

The Drop-Off Center Operator is responsible for guiding and educating the public on a wide variety of materials and their proper disposal methods at the DOCs, all while ensuring said materials are appropriately handled and maintaining the DOC grounds and facilities.

Their objective is to oversee and manage the on-site collection of municipal solid waste, recyclables, universal waste, and other special recycling in accordance with state and federal regulations and established Drop-Off Center procedures.

ESSENTIAL JOB FUNCTIONS:

Ability to operate a point of sales system, prepare daily accounting paperwork, and make bank deposits as needed.

Ability to accurately estimate the volume of incoming loads and convert to a dollar figure.

Ability to inform and educate customers on material specifications and proper placement of materials.

Ability to manage collected materials according to state and federal regulations and District policies and procedures.

Ability to effectively communicate with the public and other District personnel.

EXAMPLES OF WORK PERFORMED:

Customer Education and Supervision:

- Interacts routinely with the public, providing specific information on Drop-Off Center use and materials accepted, general information about other District facilities, partner facilities, and District programs.
- Answers inquiries and fielding complaints from customers requiring courtesy and tact.
- Spot checks customers for the proper payment of fees and compliance to mandatory recycling.
- Oversees the proper placement of materials; remove contamination in collection containers as needed.

Operating the Booth:

- Operates point of sales system for all transactions, including issuing receipts/voids and filling out charge slips.
- Inspect and price customer loads by materials' category, volume, condition, generator, and destination.
- Rejects loads that contain excessive levels of contamination or materials that don't meet specifications; redirects such loads to alternate receiving facilities.
- Inform other onsite Operators of incoming special loads and other important information via radio.

Operational Work:

- Manages universal and other special wastes (electronics, batteries, major appliances, mercury-containing bulbs, used oil, etc.) requiring knowledge of and adherence to state and federal programs and regulations, using gaylords, pallets, pallet jack, wheeled dolly, and hand tools.
- Responsible for operating and maintaining compactors and compost bins to ensure efficient operations.
- Ensures hazardous loads like mattresses or oil are handled and placed safely and properly.
- Assists Hauling Department with hooking, unhooking, and tarping roll-off containers for transport.
- Assists with cleaning the area and re-attaching the empty container to the compactor with chain and binders.
- Maintains Drop-Off Center grounds and the operator booth in presentable manner – picking up windblown litter, sweeping, cleaning, and shoveling.

Administrative Work:

- Prepares daily cash out, including financial paperwork, and bank deposits.
- Completes reports which indicate the volume of materials on-site and materials picked up by District vendors; make frequent contact with the Hauling Department to notify of container needs.
- Ensures safe use and operation of the facility by adhering to District safety policies and procedures, and notifying DOC Leads and/or the DOC Manager of facility needs.
- Reads District emails to keep current with updates, new information, and training opportunities.
- Identifies, documents, and reports violations to the DOC Manager.

Performs other duties as assigned.

Errors could result in monetary loss to the District; confusion and delay; and a decreased level of services.

COMPETENCY:

Someone in this role must be able to:

- Work both independently and as a supportive team member.
- Adhere to District personnel policies, safety procedures, and other facility documents.
- Support the District mission while demonstrating District values.
- Function in a fast-paced environment while maintaining an upbeat and professional attitude.

WORKING CONDITIONS:

- The majority of work is performed outdoors in all weather conditions, with regular exposure to a physical environment which involves odors, loud noises, and moving vehicles.
- Duties require frequent moderate physical effort in carrying, lifting, or moving bulky materials or equipment, or walking or standing all of the time with occasional heavy physical effort in pulling, pushing or lifting.
- Some tasks require exposure to unpleasant elements and hazardous materials.
- Regularly operating compactors and other machinery.
- Expected working hours are between 7:45am – 3:45pm.

SUPERVISORY CHARACTERISTICS:

Works under the supervision of the Drop-Off Center Manager.

RECOMMENDED EDUCATION AND EXPERIENCE:

High School graduate or GED.

One year of customer service experience.

Disclaimer: The above information is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities, and requirements.