

Refuse Crew Field Instructor (4100) Task List

Technical Knowledge

1. Monitors specific refuse collection districts and landfill sites based on supervisor or employee requests to observe refuse collection crews' safety practices related to refuse collection, driving, and dumping, stop refuse collection crews to correct the problem and performance of the employee(s) involved, and conduct a safety and efficiency analysis of refuse collection crews' work habits in order to ensure that there are no violations of safety rules and/or equipment misuse in the field.
2. Visits sites of accidents involving refuse collection trucks in the field to investigate the causes of such accidents and/or injuries in order to report areas of training needed by the refuse collection crew.
3. Inspects refuse collection trucks, such as front-loading, automated and semi-automated, rear-loading, and animal collection vehicles, by reading and completing a pre-printed check list and writing the date and time of the inspection into the refuse collection truck's vehicle log, and providing employees with proper safety gear, such as safety vests, scalp guards, goggles, hard-toe shoes, and work gloves, prior to refuse collection crews leaving in order to ensure the safety of everybody during the use of the refuse collection trucks.
4. Inspects refuse collection trucks in collaboration with General Service Division Mechanics, such as checking turn signals, reverse lights and alarms, brake lights, clearance lights, and cart safety locks, and reports any defects to the Industrial Safety Compliance Division in order to ensure the trucks meet Department of Transportation road safety standards.
5. Conducts yard inspections by checking safety features in the field, such as fire extinguishers, stair railings, lights, exit signs, etc., in order to ensure that the environment is safe for staff and employees.
6. Observes and stops employees from driving and/or using a refuse collection truck's special features, whether on-site or during training, to correct employee on proper practices, such as safe driving/travel, safe bucket loading, proper placement of refuse containers after emptying, safe dumping, and safe operating, in order to prevent damage to the truck and/or employee injury, instruct the employee about the refuse collection truck, inform the employee of any observed unsafe operations, and evaluate the performance of employees.
 - a. Safe driving practices include keeping the truck in the correct position in the traffic lane, avoiding overhead structures, avoiding parked cars, and avoiding violating intersection laws.
 - b. Safe travel practices include checking the mirror on the far side of the truck for traffic, loading the bucket at least six inches from the ground, and parking at an angle.

- c. Safe bucket loading practices include maintaining the bucket at the proper height and position while crossing intersections and making turns.
- d. Safe dumping practices include observing other vehicles in the vicinity and ensuring it is safe to dump the load while the truck is stationed next to the vehicles and/or next to overhead obstructions, such as trees and wires.
- e. Safe operating practices include operating the packing mechanism with the bucket outside of the well to prevent crushing the bucket and having the truck stationary.

Training Administration

- 7. Verifies that new employees have in their possession a City-stamped medical card and a valid California Driver's License prior to beginning any employment orientation in order to ensure the new employees have the ability to perform their job.
- 8. Distributes to new employees the Bureau of Sanitation's Training manual, refuse collection route maps, and City-issued safety equipment, such as goggles, work gloves, and hardhats, and instructs them on each tool/equipment, such as the importance and the use of each tool/equipment (e.g. map reading techniques relating to determining the refuse collection route boundaries and the most efficient and safest route to drive to the collection area) during the orientation session, and administers a short quiz in order to equip the new employees with the tools and building blocks of their job and clear up any misunderstandings of the rules and regulations.
- 9. Demonstrates core duties to employees, such as how to conduct a pre-trip inspection, complete the pre-trip inspection checklist, check-out the refuse collection truck for daily refuse collection duties, fill-in a Repair Sheet (Fleet Services/General Services 271 [FS/GS 271]), start, operate, load, and dump the refuse collection truck from both the left and right side of the cab, and explains the refuse collection truck's safety features and special mechanisms, such as the air brakes (two sets), main shut-off switch, turn signals, both sets of horns, air pressure gauge, oil gauge, power take-off switch, and parts, which includes the arms, forks, and the various bucket positions, in order to teach the employees about the logistics and mechanisms of the refuse collection truck.
- 10. Instructs employees about driving and collection procedures, such as speaking to the clerk at the gate station at the landfill site, adhering to all posted signs in the landfill and instructions given by landfill traffic spotters, driving and operating in rough terrain and soft spots, backing-up, dumping the refuse load, and performing post-dump and driving procedures in order to safely and efficiently navigate the landfill and evaluate the performance of employees.

11. Instructs and demonstrates post-dumping procedures to employees, such as wearing Personal Protective Equipment (PPE), driving the refuse collection truck to the clean-out area, inspecting and cleaning techniques, including checking for any remaining refuse around the clean-out area in the body of the truck, behind the ejector blade, behind the truck well on top of the vehicle, underneath the truck, and on the tailgate and tailgate buckles for debris in order to ensure the refuse collection trucks are ready for their next use.
12. Leads or follows a caravan of refuse collection trucks operated by employees from a special track area to a designated collection area, landfill area, or clean-out area for field training purposes in order to teach the employees the primary locations of their duties and proper routing techniques, such as pulling the route and turning the refuse collection truck around on dead-end streets and alley collections.
13. Instructs and demonstrates the parking of the refuse collection truck in a designated area to perform evening post-trip inspection procedures to employees, such as looking for soft tires and noting any damage to the refuse collection truck, in order to ensure the refuse collection trucks are not damaged and safe to use on the following days.
14. Instructs employees on work standards set by the rules and regulations at the district for side-loader refuse collection trucks (Automated Side Loaders [ASL]) and rear-loader refuse collection trucks, such as determining the number of cans for each truck, and trains the employees on the best techniques to fulfill the standards, such as the pre- and post-grips, in order to efficiently collect the cans during the work day.
15. Instructs and demonstrates the use of multiple collection refuse trucks to employees, such as front-loader, rear-loader, satellite rear-loader, semi-automated, stinger, street sweepers, mobile shower units, roll-offs, animal recovery collections, and lift-gate operations on flatbed and box trucks, in order to give the employees the skills necessary to perform daily tasks.
16. Instructs and demonstrates the proper and safe way to use special hand-tools and power equipment to employees, such as chainsaws, line trimmers, and power wash equipment, in order to ensure the safety of the employees while using the tools and equipment and evaluate the employees on their performance.

Oral and Written Communication

17. Discusses with supervisor and/or superintendent, by phone or in person, to confirm that an adequate number of refuse collection trucks and map locations will be available for training purposes for a set number of days in order to prepare and schedule the trainings for new employees and re-trainings of current employees.

18. Presents employment orientation information orally to new employees in a classroom setting on the Bureau's safety rules and regulations, such as requiring employees to wear City-issued safety equipment (e.g. eye glasses, goggles, face shields, hardhat, work gloves, and safety foot gear) and safe driving, dumping, and collection practices; non-safety related Bureau rules and regulations, such as employees wearing a City-issued uniform each day, allowable sizes and shapes of refuse containers, allowable weight of refuse containers, types of refuse materials that cannot be collected and what to do if the materials are encountered, and building material limit for each household, and teaches City policies, such as employee code of conduct, and reviews the rules and regulations handbook, which includes public relations practices in the field in order to prepare new employees for the field training and their job.
19. Presents information on specific and current problems related to safety and/or equipment damage during tailgate safety sessions in order to inform and correct employees in regards to safety.
20. Contacts employee supervisors, by phone, in person, or with a short memo, after reviewing Bureau of Sanitation-issued injury, accident, and equipment damage reports and Refuse Crew Field Instructor training logs and reports for the purposes of determining which current employees need to be scheduled for specialized re-training or cross-training and the specific topics that needs to be addressed during the training in order to coordinate when the employee is available for training.
21. Discusses with current employees the need for re-training based on accident reports, injury reports, and/or a supervisor's recommendation and possible causes and prevention of the accident, injury, and/or equipment damage in order to prevent future accidents, injuries, and/or equipment damage.
22. Discusses with supervisors and peers about development and implementation of new special projects and/or trainings by determining necessary equipment, routing requirements, personnel requirements, distribution of special containers, and the necessary training, such as procedures and the need to purchase new equipment, and writes or updates the instructions section for operating the equipment in the Training Manual in order to implement more environmental friendly procedures or train employees due to technological advances.
23. Writes a narrative report or memo informing supervisor of the week's training activities, such as a combined training, if there was a re-training, the number of employees trained, types of equipment employees were trained on, evaluations on the employee's strengths and weaknesses regarding operating such equipment, and the results of the training or re-training in order to record the progress of all trainings.

24. Writes a short narrative report to the supervisor providing information, such as the district section that was patrolled, number of refuse collection crews observed, patterns of refuse collection and driving practices, and recommendations to improve refuse collection crew performance in order to ensure all employees are performing safely and efficiently.

Supervision

25. Supervises staff by delegating and assigning work based on experience and knowledge in the use and maintenance of equipment, such as refuse collection trucks, and maintain adequacy and uniformity in the trainings under his/her control in order to ensure Department standards and goals are reached while laws and regulations are met.

26. Monitors the work and workload of employees and evaluates/documents employee performance on an ongoing basis in areas such as task performance, communication, division/department/team performance, achievement of goals and objectives, and timeliness, based upon information obtained from statistics and reports, staff, employee supervisors, other agencies, clients, and the public in order to appoint, assign, rotate, and/or discuss evaluations with the employee to ensure safe and timely completion of work and provide positive and negative feedback to improve skills, identify developmental needs, and enhance success.

27. Develops policy and procedures to meet department objectives and conveys information to employees orally or in writing, including information from management, policy changes, department objectives, interpretations of City policies or Memoranda of Understanding (MOUs), updated safety information, principals of Equal Employment Opportunity (EEO), trainings, and promotional opportunities, and listens to employee suggestions and concerns and follows-up as appropriate, while coordinating activities of the unit with other supervisors and/or other staff and informing management of completed work activities, deviations from planned work, concerns, and suggestions in order to ensure everyone is provided relevant information.

28. Trains and mentors employees personally, or through employee supervisors, by explaining job requirements, personnel rules, policies, procedures, and providing written materials, such as safety and performance standards, developments in the field, and the effects of changes in laws, and demonstrates work procedures and develops and administers new policies, programs, and procedures in order to ensure employees are properly trained to enhance uniformity and employee success.

29. Applies the principles of Equal Employment Opportunity (EEO) by taking the necessary steps to prepare employees for promotion including providing training and information regarding EEO policies, promoting a positive work environment by monitoring employees' behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation, taking appropriate corrective action when necessary, and commending outstanding job performance by giving public recognition or issuing notices of commendation in order to increase employee productivity and/or morale, ensure better acceptance and working relationships among various groups of employees, set standards of exemplary performance, and comply with City and department policies and procedures.