
Contract Waste Staff – Job Descriptions

- Roll Off Driver (CDL)
- Rear Load Garbage Truck Driver (CDL)
- Front Load Garbage Truck Driver (CDL)
- Recycling / Compost / Bulk Collection Driver (Non-CDL)
- Recycling / Compost / Bulk Collection Helper
- Dispatcher
- Operations Manager

Roll Off Driver (CDL)

Summary

Safely operates a heavy-duty roll-off truck to perform assigned duties.

Ability to safely operate a garbage truck on specified routes to collect solid waste. Previous roll off, waste collection and disposal experience required.

Ability to read electronic route sheets and service each client agency site identified on the route or as assigned by the dispatcher.

Perform routine inspection and maintenance on vehicles such as checking fluids, safety equipment, and tires.

Ability to perform a physically demanding job, loading and unloading, at times with no helpers.

Operate hydraulic hand controls to lift/load refuse and dispose of trash at designated facilities.

Courteous interaction with DC government client agencies is a must.

Qualifications

Experience delivering, servicing, and picking up roll off containers of various sizes.

Commercial Driver's License B (CDL).

Successfully complete pre-employment DOT drug screen, physical, and background check, which will include previous employment check, and motor vehicle record review.

Acceptable driving record required.

Ability to lift 50lbs repeatedly throughout the day.

Ability to work outside in all weather conditions.

Responsibilities

Safely operates a heavy-duty roll-off truck to perform assigned duties.

Operates vehicle in accordance with Occupational and Safety Health Act (OSHA), Department of Transportation (DOT), Metropolitan Police Department (MPD), District Department of Transportation (DDOT), Department of Consumer and Regulatory Affairs (DCRA) and Department of General Services (DGS) requirements as well as all other local, state, and federal requirements and DGS expectations for its fleet.

Maintains a clean and safe vehicle.

Performs inspections of assigned vehicle before and after completing routes using standard DGS inspection report and notes all issues for review and corrective repair.

Immediately reports any unsafe situations or service calls to Manager before attempting service.

Participates and cooperates in all scheduled trainings, briefings, and meetings as required by Manager.

Works closely with Managers to improve route efficiencies and identify problem or unsafe sites.

Performs all duties as scheduled, assisting other DGS Divisions as directed.

Notifies Manager of any incidents, accidents, injuries, or property damage.

Notifies Manager of issues found during route execution, including blocked containers, potential missed pick-ups or problems that arise during tour of duty.

Communicates customer requests or issues to Manager.

Completely dumps all containers, ensures locations are clean and free of debris.

Positions containers on property in a manner that ensures lids are properly replaced, containers are set in an upright position, and containers do not block driveway entrances or the flow of traffic.

Follows route assignments throughout the day using DGS waste management software/tablets and completes all documentation when checking-in during and at the end of the route.



Rear Load Garbage Truck Driver (CDL)

Summary

Safely operates a heavy-duty rear load garbage truck to perform assigned duties.

Ability to safely operate a garbage truck on specified routes to collect solid waste. Previous waste collection and disposal experience preferred but not required.

Ability to read electronic route sheets and service each client agency site identified on the route or as assigned by the dispatcher.

Perform routine inspection and maintenance on vehicles such as checking fluids, safety equipment, and tires.

Ability to perform a physically demanding job, loading and unloading, at times with no helpers.

Operate hydraulic hand controls to lift/load refuse and dispose of trash at designated facilities.

Courteous interaction with DC government client agencies is a must.

Qualifications

Experience delivering, servicing, and picking up rear load containers of various sizes. Commercial Driver's License B (CDL).

Successfully complete pre-employment DOT drug screen, physical, and background check, which will include previous employment check, and motor vehicle record review.

Acceptable driving record required.

Ability to lift 50lbs repeatedly throughout the day.

Ability to work outside in all weather conditions.

Responsibilities

Safely operates a heavy-duty rear load truck to perform assigned duties.

Operates vehicle in accordance with Occupational and Safety Health Act (OSHA), Department of Transportation (DOT), Metropolitan Police Department (MPD), District Department of Transportation (DDOT), Department of Consumer and Regulatory Affairs (DCRA) and Department of General Services (DGS) requirements as well as all other local, state, and federal requirements and DGS expectations for its fleet.

Maintains a clean and safe vehicle.



Performs inspections of assigned vehicle before and after completing routes using standard DGS inspection report and notes all issues for review and corrective repair.

Immediately reports any unsafe situations or service calls to Manager before attempting service. Participates and cooperates in all scheduled trainings, briefings, and meetings as required by Manager.

Works closely with Managers to improve route efficiencies and identify problem or unsafe sites. Performs all duties as scheduled, assisting other DGS Divisions as directed.

Notifies Manager of any incidents, accidents, injuries, or property damage.

Notifies Manager of issues found during route execution, including blocked containers, potential missed pick-ups or problems that arise during tour of duty.

Communicates customer requests or issues to Manager.

Completely dumps all containers, ensures locations are clean and free of debris.

Positions containers on property in a manner that ensures lids are properly replaced, containers are set in an upright position, and containers do not block driveway entrances or the flow of traffic.

Follows route assignments throughout the day using DGS waste management software/tablets and completes all documentation when checking-in during and at the end of the route.

Front Load Garbage Truck Driver (CDL)

Summary

Safely operates a heavy-duty front load garbage truck to perform assigned duties.

Ability to safely operate a garbage truck on specified routes to collect solid waste. Previous front load, waste collection and disposal experience required.

Ability to read electronic route sheets and service each client agency site identified on the route or as assigned by the dispatcher.

Perform routine inspection and maintenance on vehicles such as checking fluids, safety equipment, and tires.

Ability to perform a physically demanding job, loading and unloading, at times with no helpers. Operate hydraulic hand controls to lift/load refuse and dispose of trash at designated facilities. Courteous interaction with DC government client agencies is a must.

Qualifications

Experience delivering, servicing, and picking up front load containers of various sizes.
Commercial Driver's License B (CDL).

Successfully complete pre-employment DOT drug screen, physical, and background check, which will include previous employment check, and motor vehicle record review.

Acceptable driving record required.

Ability to lift 50lbs repeatedly throughout the day.

Ability to work outside in all weather conditions.

Responsibilities

Safely operates a heavy-duty front load truck to perform assigned duties.

Operates vehicle in accordance with Occupational and Safety Health Act (OSHA), Department of Transportation (DOT), Metropolitan Police Department (MPD), District Department of Transportation (DDOT), Department of Consumer and Regulatory Affairs (DCRA) and Department of General Services (DGS) requirements as well as all other local, state, and federal requirements and DGS expectations for its fleet.

Maintains a clean and safe vehicle.

Performs inspections of assigned vehicle before and after completing routes using standard DGS inspection report and notes all issues for review and corrective repair.

Immediately reports any unsafe situations or service calls to Manager before attempting service. Participates and cooperates in all scheduled trainings, briefings, and meetings as required by Manager.

Works closely with Managers to improve route efficiencies and identify problem or unsafe sites. Performs all duties as scheduled, assisting other DGS Divisions as directed.

Notifies Manager of any incidents, accidents, injures, or property damage.

Notifies Manager of issues found during route execution, including blocked containers, potential missed pick-ups or problems that arise during tour of duty.

Communicates customer requests or issues to Manager.

Completely dumps all containers, ensures locations are clean and free of debris.



Positions containers on property in a manner that ensures lids are properly replaced, containers are set in an upright position, and containers do not block driveway entrances or the flow of traffic.

Follows route assignments throughout the day using DGS waste management software/tablets and completes all documentation when checking-in during and at the end of the route.

Recycling / Compost / Bulk Collection Driver (Non-CDL)

Summary

Safely operates a heavy-duty rear load truck to perform assigned duties.

Ability to safely operate a garbage truck on specified routes to collect solid waste. Previous waste collection and disposal experience preferred but not required.

Ability to read electronic route sheets and service each client agency site identified on the route or as assigned by the dispatcher.

Perform routine inspection and maintenance on vehicles such as checking fluids, safety equipment, and tires.

Ability to perform a physically demanding job, loading and unloading, at times with no helpers. Operate hydraulic hand controls to lift/load refuse and dispose of trash at designated facilities. Courteous interaction with DC government client agencies is a must.

Qualifications

Experience delivering, servicing, and picking up roll off containers of various sizes.
Driver's License.

Successfully complete pre-employment DOT drug screen, physical, and background check, which will include previous employment check, and motor vehicle record review.
Acceptable driving record required.

Ability to lift 50lbs repeatedly throughout the day.

Ability to work outside in all weather conditions.

Responsibilities

Safely operates a heavy-duty rear load truck to perform assigned duties.

Operates vehicle in accordance with Occupational and Safety Health Act (OSHA), Department of Transportation (DOT), Metropolitan Police Department (MPD), District Department of Transportation (DDOT), Department of Consumer and Regulatory Affairs (DCRA) and



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Maintains a clean and safe vehicle.

Performs inspections of assigned vehicle before and after completing routes using standard DGS inspection report and notes all issues for review and corrective repair.

Immediately reports any unsafe situations or service calls to Manager before attempting service. Participates and cooperates in all scheduled trainings, briefings, and meetings as required by Manager.

Works closely with Managers to improve route efficiencies and identify problem or unsafe sites. Performs all duties as scheduled, assisting other DGS Divisions as directed.

Notifies Manager of any incidents, accidents, injuries, or property damage.

Notifies Manager of issues found during route execution, including blocked containers, potential missed pick-ups or problems that arise during tour of duty.

Communicates customer requests or issues to Manager.

Completely dumps all containers, ensures locations are clean and free of debris.

Positions containers on property in a manner that ensures lids are properly replaced, containers are set in an upright position, and containers do not block driveway entrances or the flow of traffic.

Follows route assignments throughout the day using DGS waste management software/tablets and completes all documentation when checking-in during and at the end of the route.

Recycling / Compost / Bulk Collection Helper

Summary

Ride on garbage truck to assist driver and provide waste management service to DGS client agencies.

Load refuse bags and bring trash, recycling and/or organics containers to the truck for proper disposal.

Direct the truck driver during route completion, when accessing tight or constrained areas. Assist with vehicle maintenance.

Operate packing mechanisms and/or levers for activation of loading arm and/or packer. Clean/free the packer blade and truck body.



Courteous interaction with DC government client agencies is a must.

Qualifications

Experience delivering, servicing, and picking up containers of various sizes.
Driver's License is preferred.

Successfully complete pre-employment DOT drug screen, physical, and background check, which will include previous employment check, and motor vehicle record review.

Acceptable driving record required.

Ability to lift 50lbs repeatedly throughout the day.

Ability to work outside in all weather conditions.

Responsibilities

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Positions containers on property in a manner that ensures lids are properly replaced, containers are set in an upright position, and containers do not block driveway entrances or the flow of traffic.

Follows route assignments throughout the day using DGS waste management software/tablets and completes all documentation when checking-in during and at the end of the route.

Dispatcher

Summary

Provide dispatching and routing services for DGS waste hauling operations.

Utilize routing technology to monitor, analyze, and troubleshoot waste hauling services.
Provide customer service to DGS client agencies.

Coordinate with operations staff and DGS to prevent service disruptions and delays.
Identify and address service issues and complaints.

Qualifications

High School Diploma or GED (accredited) and two (2) years of relevant work experience work in dispatching in solid waste operations, transportation, or logistics.

Excellent organizational skills.

Responsibilities

Utilizes routing technology to monitor and manage routes, missed services, and service requests.

Uses information on client needs, drivers' locations and loads, and other daily factors to dispatch service calls to drivers.

Work in conjunction with drivers, operations staff, and DGS to resolve customer service complaints.

Assigns routes and service requests to appropriate drivers throughout the day and for the next day.

Determines route actions to ensure route completion.

Communicates to DGS and client agencies when service issues arise and identifies plans to resolve service issues.



Fields incoming calls and e-mails from DGS and client agencies.

Manages service requests, including Salesforce work orders.

Communicates with customers while drivers are on-site/location, complying with service notifications or resolving issues that disrupt or delay the service at these locations.

Provides troubleshooting for potential delivery and service problems before they result in service issues.

Other minor duties, as assigned.

Operations Manager

Summary

Manage the hauling collection routes that service DGS client agencies.

Manage staffing of drivers and helpers to complete routes and hauling service requests.
Provide customer service to client agencies.

Ensure compliance of safety measures and regulatory requirements.

Qualifications

Associate degree (accredited), or in lieu of diploma, High School Diploma or GED (accredited) and two (2) years of relevant work experience work in transportation, logistics, warehousing, or solid waste operations.

Valid Driver's License

Required to use motor coordination with finger dexterity (such as keyboarding, machine operation, etc.) most of the workday;

Required to exert physical effort in handling objects less than 50 pounds, rarely;

Required to be exposed to physical occupational risks (such as cuts, burns, exposure to toxic chemicals, etc.), rarely;

Required to work in all weather conditions, when working outdoors

Responsibilities

Manages and schedules all necessary resources required to fulfil DGS services.

Coordinates with DGS Logistics division & DPW on vehicle and maintenance needs.



Prepares and provides driver's daily route assignments to ensure client agencies are serviced per DGS service schedules and response timelines.

Monitors routes and dispatches active or emergency service requests to drivers.

Communicates with operations staff to determine any service, safety, and equipment issues, and coordinates with staff and DGS to resolve these issues.

Monitors driver and laborer time and attendance, minimizing overtime and ensuring that drivers do not exceed limits established by regulatory agencies (e.g., 60-hour rule).

Analyzes and modifies route schedules to maximize route efficiency.

Reviews and analyzes documentation related to route operations on a daily basis and provides any necessary follow-up.

Monitors productivity, service, and safety standards for each route and driver.

Acquires and coordinates temporary workers assigned to assist drivers on routes.

Ensures that drivers comply with physicals, drug or alcohol tests, and training required by regulatory agencies.

Investigates accidents and injuries to provide adequate discipline and/or training.

Visits customers and customer sites to evaluate and resolve service issues.

Maintains a clean, safe work environment in compliance with Occupational Safety and Health Administration (OSHA) standards.

Documents and maintains records required by regulatory agencies such as the Department of Transportation.

Other minor duties, as assigned.

