



City of Milford
Building Operations and Refuse Supervisor
Pay Grade: 9

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Five (5) or more years' experience in building maintenance or related refuse collection work, preferably within state and/local government. A comparable amount of education, training and experience may be substituted for the minimum qualifications. NIMS (National Incident Management System) ICS-100, ICS-200, ICS-300 training; FEMA IS-700, FEMA 800 training.

Licenses, Certifications, and Other Requirements: Possession and retention of a valid Delaware motor vehicle operator's license. Trades experience and Journeyman Licenses will be reviewed and are preferred. Class A Underground Storage Tank (UST) operator certification. Class B CDL (Minimum) is required. Must pass testing for substance abuse and criminal background investigation. Subject to random drug testing in accordance with City policy.

Minimum Education Requirements: Associate degree in Construction, Electrical or Mechanical Engineering, Architecture, Building Trades, or a closely related field or equivalent related experience.

Direct Supervisor: Public Services Superintendent

Supervisory Responsibility: Small group

Primary Work Location: In/around the city with possible exposure to extreme environments with reporting, office duties and meetings at the Public Works facility.

Job Summary: The Building Operations and Refuse Supervisor performs skilled and technical work in the installation, maintenance, repair, and construction of municipal facilities, while also overseeing solid waste collection operations.

The Building Operations and Refuse Supervisor demonstrates a commitment to the City's mission, vision, and values through ethical conduct, community stewardship, individual initiative, and responsive service. Leads with strong technical, management, and communication skills; collaborates effectively, optimizes team resources, and makes progressive decisions with personal accountability.

Supervision Received: Work is performed under the general supervision of Public Services Superintendent.

Essential Job Functions: An employee in this position may be called upon to do any or all of the following essential duties:

- **Solid Waste Collection Operations:** Leads daily operations of the solid waste division by planning and directing the collection of solid waste, bulk items, and brush; plans and directs the distribution and replacement of collection containers for customers.
- **Driver & Route Performance Management:** Conducts weekly field observations of refuse collection drivers along various routes; reviews complaint records to ensure crew performance meets Department standards; resolves customer complaints and ties misses to routes, pursuing corrective actions through training, counseling, or discipline; establishes productivity goals and leads drivers to exceed them; compiles analytics on deadhead, pick-up, and dumping times to optimize route alignments and operator assignments.
- **Fleet & Equipment Coordination:** Collaborates with the Head Mechanic to ensure an adequate number of operational trucks to meet service needs; resolves unusual service requests, equipment breakdowns, and schedule changes through timely communication with City staff and customers.
- **Work Orders & Procurement Management:** Oversees completion of internal work orders



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and executes the full procurement cycle for external contract assistance by managing requisitions, budget charges, contractor oversight, and invoice approvals.

- **Public Works Analysis & Improvement:** Conducts studies and prepares reports on public works functions; evaluates, recommends, develops, and implements software programs to generate cost savings in refuse collection.
- **Facilities Inspection & Maintenance:** Inspects facilities daily for accessibility, maintenance needs, serviceability, janitorial services, and overall cleanliness; takes corrective action as needed; performs regular care and maintenance to ensure City facilities and grounds are well maintained, properly repaired, and aesthetically pleasing; ensures compliance with building safety, environmental, and labor codes.
- **Preventive Maintenance & Repair Management:** Plans, organizes, and manages preventive maintenance, cleaning, and repairs for all municipal facilities; coordinates maintenance and repairs with City staff and external vendors; develops maintenance and security schedules to proactively address infrastructure and security issues.
- **Facility Utility & Infrastructure Optimization:** Evaluates facility utility usage and recommends, develops, and implements programs for infrastructure rehabilitation or replacement; identifies and implements initiatives to improve facilities management efficiency and enhance customer service.
- **Facilities Planning & Assessment:** Conducts and coordinates annual assessments of facility and equipment use; prepares reports and recommendations regarding facilities planning, space allocations, and cost estimates.
- **Accident & Safety Management:** Investigates accidents related to facilities and equipment; takes immediate action to secure employees, the public, and City assets; identifies, recommends, and implements corrective actions—including remedial training and discipline when necessary.
- **Vendor Contract & Customer Reporting:** Prepares, manages, and administers vendor contracts for the maintenance, repair, or modification of municipal facilities and equipment; delivers highly responsive customer service by addressing complaints and providing supporting reports and analytics; prepares and files all relevant reports with government and regulatory authorities.
- **Budget & Strategic Planning Support:** Provides direct input to Department leadership in preparing the Operating Budget and Capital Improvement Plan.
- **On-Call & Emergency Response:** Works scheduled on-call and after-hours for special events, facility or equipment updates, and weather-related emergencies; maintains an after-hours call-in continuity manual for the Department of Public Works.
- **Other Duties:** Performs related work as assigned by the Public Services Superintendent and Senior Leadership.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment: An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Facilities planning, directing, and controlling of maintenance, construction, and design.
- Applicable Federal, State, and local laws, rules, regulations, standards, codes, and/or statutes of assigned areas of responsibility.
- Industry standard refuse collection principles and practices.
- Knowledge of the building trades, mechanical trades, groundskeeping and custodial services.
- Knowledge of electrical and mechanical systems - electric codes, plumbing codes, etc.
- Knowledge of safety practices.
- Knowledge of security practices.
- Knowledge of building management and space allocation.



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- Knowledge of contract management techniques.

Skills

- Establishes maintenance and construction standards to assure continuous serviceability of facilities.
- Communicates clearly and concisely, both verbally and in writing.
- Holds and/or attains a proficiency level in computer skills, including managing databases, word processing, spreadsheets, and using maintenance software that supports the most efficient prioritization of needs and assignment of tasks to contractors and others in their charge.
- Goal-oriented demeanor with attention to detail.
- Exceptional analytical skills to process different information and make informed decisions related to equipment needs and budget concerns, personnel, and other resources.
- Interprets and applies various laws, regulations, and rules.
- Critical problem-solving and decision-making skills.
- Familiarity and experience with safe operation, and maintenance of hand and power tools and equipment.

Abilities

- Plan, supervise, and evaluate the work of others.
- Understand, abide by, and enforce all safety rules.
- Interact positively with the public.



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Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

Department Director:

Employee:

Human Resources Director:
