



JOB DESCRIPTION

Position: **Route Supervisor**

Reports to:

Overview:

As a Route Supervisor, you will lead a team of collection experts to provide excellent customer service. You will address incoming orders to resolve service-related issues and will work with routing managers and other team members to coordinate and direct drivers.

Essential Job Functions:

- Reports directly to Collections Managers.
- Dispatches drivers to calls as they are received, using information on customer needs, drivers' locations and loads, and daily factors to balance cost and speed of response.
- Fields incoming calls from customers or customer service department, managing requests for pick-up or container delivery and ensuring same-day service.
- Organizes and schedules all necessary resources required to accomplish activities and coordinates daily operational needs with Maintenance team.
- Reviews and audits documentation related to route operations on a daily basis (e.g., driver time and attendance, open tickets), following-up where appropriate.
- Manages the end-of-day check-in process, capturing and communicating key service, safety, and equipment issues.
- Plans, distributes, monitors, and follows-up daily route assignments to ensure customers are serviced per company standards and agreements.
- Investigate problems at customer site, container swaps, and safety issues reported by drivers.
- Works with Maintenance on Driver Vehicle Inspection Report (DVIR) repairs
- Initiates outbound calls to customers while drivers are on-site/location, resolving pick-up and other issues.
- Troubleshoots and resolves potential delivery and pick-up problems before they result in service issues.
- Ensures same-day service on missed pick-ups by coordinating driver movement in the field.
- Assists in determining daily level of driver staffing to provide best mix of responsiveness and productivity.
- Identifies and plans deployment for increases/decreases in route volumes, shifting resources in response to seasonal and other fluctuations.
- Records and documents information and distributes to appropriate departments, including: route information, driver productivity information, sales and service issues and opportunities, safety issues, and problem stops.

Qualifications and Requirements:

- High School Diploma or G.E.D
- Working knowledge of Microsoft Outlook, Word and Excel
- Understand how to read a map
- Knowledge of San Jose City streets, alleys, and rural areas a plus
- Clean driving record



- Class B License a plus
- Two to four years relevant work experience work in transportation, logistics, warehousing, or solid waste operations.
- Successfully pass pre-employment (post offer) drug screen and background check
- Previous experience working in a Supervisory capacity required
- Previous Experience Managing CDL Drivers Preferred
- Ability to coach train and mentor Drivers
- Ability to start shifts in the early mornings
- RouteSmart knowledge a plus

California Waste Solutions is an equal opportunity employer. We provide a competitive compensation package consisting of medical, dental, vision, life insurance coverage, and a 401k plan. Compensation will be commensurate with experience and qualifications.