



CITY OF SANTA MARIA, CALIFORNIA
Lead Account Clerk – Scale House

Attachment B

JOB TITLE: Lead Account Clerk – Scale House		DEPARTMENT: Utilities	
CLASSIFICATION: Non-Exempt		UNIT: G	GRADE: 415
ESTABLISHED: October 2025		LEVEL: Frontline Supervisor	

SUMMARY / IDENTIFYING CHARACTERISTICS:

Under general direction of assigned supervisor, oversees the day-to-day operations and business activities of the Santa Maria Regional Landfill Scale Houses. Responsible for ensuring daily operations are fully staffed, financial transactions are correctly processed, and department records are accurately maintained. This position trains, instructs, and monitors subordinate and support staff and leads special projects.

The Lead Account Clerk – Scale House is distinguished from the Account Clerk – Scale House in that the former serves as a working supervisor for its assigned area. This position is a Frontline Supervisor that receives limited supervision and works within an established framework of standard policies and procedures to accomplish objectives. Their role is essential in delivering reliable, prompt, and accurate services.

ESSENTIAL DUTIES/RESPONSIBILITIES:

These duties are a representative example; position assignments may vary depending on the business needs of the department and organization. This position:

- Plans and leads daily business activities of the Scale Houses. Ensures operations are fully staffed and oversees the work of subordinate and support staff.
- Verifies the accurate processing and recording of daily financial transactions and reconciliations within assignment area. Promptly resolves discrepancies.
- Trains and instructs subordinate and support staff to adhere to operational procedures and service standards.
- Prepares, reviews, and verifies that financial and operational records are accurately maintained.
- Drafts standard operating procedures and other operational materials.
- Assists with employee performance evaluations.
- Leads and/or supports special projects that are within business operation objectives.
- Serves as the subject matter expert for Scale House operations. Responds to complex customer inquiries and complaints.
- Collaborates with other Department staff and provides recommendations for business operation and customer service improvements.
- Performs all duties of the Account Clerk – Scale House classification.
- Scope of assigned area will depend on departmental structure and is at the discretion of the department director.



CITY OF SANTA MARIA, CALIFORNIA

Lead Account Clerk – Scale House

Attachment B

- Upholds the values of the organization and has strong customer service orientation.
- Performs other related projects and duties as assigned.
- Demonstrates regular, reliable, and punctual attendance.

CORE COMPETENCIES:

Front-line Supervisor:

Incumbents should have a solid foundation of Individual Contributor core competencies identified by the organization, as well as the following core competencies identified as essential for Front-line Supervisor (click the hyper link to see the full definition [Front Line Supervisor Competencies](#)):

- **Assertiveness** - Effective performers are self-confident, readily offer options and take action, and challenge others when appropriate. They trust their judgment.
- **Conflict Management** - Effective performers recognize that conflict can be a valuable part of the decision-making process. They support and manage differences of opinion and use consensus and collaboration to resolve issues.
- **High Standards** - Effective performers model professional standards, pay attention to detail, continually seek to improve processes, hold staff accountable, and find best practices.
- **Informal Communication** - Effective performers clearly and articulately convey information to others. They accurately interpret and understand nonverbal cues.
- **Positive Impact** - Effective performers make positive impressions on those around them. They are personable, self-confident, optimistic, enthusiastic, and generally likable.
- **Delegation** - Effective performers willingly entrust work to others, provide clear guidelines, provide challenging assignments, and empower others.
- **Active Listening** - Effective performers offer their full attention when others speak, actively listen, and demonstrate verbal and nonverbal listening cues to ensure understanding.
- **Team Management** - Effective performers select and build effective work groups, understand the human dynamics of team foundation, and create and maintain functional teams. They formulate team roles, provide guidance, and reward team behavior.
- **Influence** - Effective performers are skilled at directing, persuading, and motivating others. They establish a personal power base built on mutual trust, fairness, and honesty, and flex their style to direct, collaborate, or empower others.

QUALIFICATIONS/EXPERIENCE:

- Ideally, three years of experience equivalent to that of Account Clerk – Scale House.
- One year of recent experience in a lead or supervisory capacity is highly desirable.
- Graduation from high school.
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Current technical/professional knowledge of complex principles, methods, standards and techniques associated with the scope of work of a recognized profession, such as:
- Knowledge of laws, regulations, and best practices related to waste management, as well as



CITY OF SANTA MARIA, CALIFORNIA

Lead Account Clerk – Scale House

Attachment B

familiarity with the tools, equipment, and safety protocols commonly associated with waste disposal operations, is highly desirable. Basic accounting principles and procedures; financial and statistical record keeping including data entry; etc.

- Effective verbal and interpersonal communication skills.
- Use computer and other office equipment effectively.
- Desired licenses and/or certifications associated with the assignment.

CONDITIONS OF EMPLOYMENT:

- Possession of a valid and appropriate Driver's License. Must have and maintain a satisfactory driving record and meet City liability requirements to drive for City business.
- Requires completion of a background investigation to the satisfaction of the City.
- The incumbent must meet the physical requirements of the job class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

SUPPLEMENTAL INFORMATION:

- May require completion of a pre-employment physical to the satisfaction of the City.
- Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.



CITY OF SANTA MARIA, CALIFORNIA
Lead Account Clerk – Scale House

Attachment B

EMPLOYEE CONFIRMATION

I have read and understand the job description for my position. I am able to perform all the essential functions of this position. I agree to comply with City policies and all laws, rules, regulations and standards of conduct related to my position.

Employee

Date