



ASSISTANT ENVIRONMENTAL PROGRAMS & OPERATIONS MANAGER

DEFINITION

Occupants of this classification are in the classified service. The positions assigned to this classification are responsible for developing, planning, administering and coordinating the staff and operation of City-wide integrated waste, recycling, organics, construction & demolition, bulky item, pedestrian litter cans and illegal dumping collections programs and services. Included in this position is overseeing transfer station operations, customer service, business/billings and dispatch operations.

SUPERVISION RECEIVED AND EXERCISED

The position assigned to this classification reports to the Environmental Programs & Operations Manager. Responsibilities include the supervision of other professional, technical, supervisory, clerical and Division consultants as assigned.

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Develops, administers and monitors City-wide integrated collection programs and services including residential and commercial refuse, recycling, organics and construction and demolition utility billings accounts; customer service activities; dispatch services for collections; bulky item collection; pedestrian litter can collections; illegally dumped materials services; transfer station operations; dispatch and business/billings operations; and other waste management related services. Reviews, monitors and evaluates programs to ensure environmentally sound business operations and compliance with federal, state and local laws and regulations.
2. Supervises and directs staff engaged in integrated waste management collections operations, diversion and recycling/organics programs, transfer station operations, business/billings, customer service and dispatch operations. Assigns work activities, monitors work flow and evaluates the work of staff.
3. Establishes and evaluates new programs, processes and procedures for collection activities, transfer station operations, customer service activities, business/billings services and dispatch operations.
4. Conducts various complex studies, research and analyses relating to waste collections, transfer station operations, recycling and organics programs and projects, construction and demolition collections, business/billings services, and recommends specific courses of action.
5. Researches new technologies and develops programs to optimize waste diversion and operating cost efficiencies through automated routing software programs, automated billing services and automated customer service tracking systems. Develops and implements benchmarks and methods for monitoring and reporting program performance.

6. Reviews, analyzes and proposes applicable changes to the municipal ordinance regulating size and location of refuse, recycling and organics pick-up areas. Reviews and approves development plan submittals for refuse, recycling and organics waste enclosures to insure proper size configuration to store containers to service facility and operational needs of collection services.
7. Monitors expenditures and revenues of programs and projects, makes budgetary recommendations and maintains records and reports.
8. Monitors Transfer Station Industrial Generator Permit (IGP) and oversees consultant performing IGP responsibilities.
9. Responds to staff, customer and media inquiries, and explains and interprets policies and procedures accordingly. Investigates and resolves escalated complaints and concerns.
10. Prepares and presents written and oral reports. Attend city council meetings as assigned.
11. Coordinates work with other city departments and divisions.
12. Performs other related duties as assigned.

MINIMUM KNOWLEDGE, SKILLS AND ABILITY

Knowledge of:

- Principles and practices of integrated solid waste management including collections operations, transfer station operations, dispatch operations, customer service operations and business/billings services.
- Waste Management technologies including technologies relating to automated waste, recycling, organics, construction & demolition, bulky item and pedestrian litter container collections.
- Transfer Station Operations including Industrial Generator Permit testing and reporting requirements.
- Disposal and collection vehicles and equipment.
- Dispatch operations and communications.
- Project and program development and implementation.
- Applicable federal, state and local laws and regulations.
- Research, analysis and reporting.
- Budget administration.
- Management and supervision techniques.
- Effective customer services techniques.

Skill and Ability to:

- Select, train, supervise and evaluate staff.
- Develop and implement automated routing, billings and customer service innovative programs and projects through newest technologies.
- Perform complex analytical, statistical and financial analyses and research.
- Prepare clear, concise and comprehensive written and oral reports and recommendations.
- Analyze problems and develop sound solutions.
- Communicate and deal tactfully and effectively with the public and fellow employees.
- Organize, manage and prioritize multiple programs and assignments.
- Interpret, apply and communicate laws, regulations, policies and procedures.
- Make oral presentations.
- Provide effective customer service.
- Use a personal computer and applicable software applications including automated billing systems, collections routing systems, GPS tracking systems, customer service tracking systems, financial management systems and presentation software.

LICENSE AND CERTIFICATES

Possession of a valid California driver's license. Solid Waste Association of North America (SWANA) certifications in Transfer Station Operations, Collections Operations and Integrated Waste Management Operations are desirable.

TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: a Bachelor's Degree from an accredited college or university in business or public administration, environmental management or a related field and four years of progressively responsible experience in the implementation and administration of integrated waste management collections and/or transfer station operations including two years of experience at a supervisor or superintendent level.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Requires the mobility to stand, stoop, reach, and bend. Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Requires vision (which may be corrected) to read small print.
- Performs lifting, pushing and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- Subject to office and outside environmental conditions.
- May be required to attend periodic evening meetings and/or to travel within and out of City boundaries to attend meetings.
- May be required to work evenings or weekends.