

TITLE: Program Manager

LOCATION: NEIWPCC, Wannalancit Mills, 650 Suffolk Street, Suite 410, Lowell, MA 01854

SALARY: Grade and Step dependent upon level of experience and qualifications.

ADDITIONAL INFORMATION: Benefits provided but not included in salary range: vacation, personal and sick leave, health, dental, disability and life insurance, retirement plan. This position requires the incumbent to work five days a week, 7 ½ hours per day, except for approved compensatory time.

BACKGROUND INFORMATION: NEIWPCC is a regional commission that helps the states of the Northeast preserve and advance water quality. We engage and convene water quality professionals and other interested parties from New England and New York to collaborate on water, wastewater, and environmental science challenges across the regions, ecosystems, and areas of expertise.

JOB SUMMARY: Activities are generally wastewater oriented, but can cover a wide range of environmental issues, according to program needs and the incumbent's areas of expertise. The incumbent acts as technical advisor for NEIWPCC, state agency staff, and the public on those program issues; serves as staff support, clearinghouse for information, and meeting chairman for state agency staff work groups for those issues. The incumbent represents NEIWPCC concerning those issues through public presentations, testimony, and participation in meetings and on various committees.

Assists Director of Wastewater and On-site Programs with various program issues, grants and develops information on which NEIWPCC policy decisions are based and acts as backup in the absence of the Director. The incumbent assists the Executive Director and staff in the general operations of the office in program planning and reporting, participates in meetings of the Executive Committee, Commission, Association of Clean Water Administrators (ACWA), Water Environment Federation (WEF), New England Water Environment Association (NEWEA), New York Water Environment Association (NYWEA), and the Environmental Protection Agency (EPA), where appropriate; and coordinates on inter-media issues with Northeast States for Coordinated Air Use Management (NESCAUM) and Northeast Waste Management Officials Association (NEWMOA).

DUTIES AND RESPONSIBILITIES:

Training. Manage NEIWPCC's training program, including staff, for the continued training of compact-member state water quality professionals; initiate stormwater training, continue presence in virtual training. The incumbent will deliver courses pertinent to wastewater treatment and other environmental issues. This will include being the lead trainer on some of NEIWPCC's municipal and/or industrial wastewater treatment offerings. Will administer seminars on aspects of wastewater treatment and carry out other operators statewide. Other assignments may include, but are not limited to, maintaining a reference library, reviewing new reference materials and videos, maintaining existing computerized tracking systems for course attendees and administering and organizing other training programs. In addition, manage contract training which includes municipal or private industry training as well as state contracts for training and certification (JETCC and MWOT). Prepare and maintain Standard Operating Procedures for contract training clients and/or contract trainers.

Project Management. Serve as project manager for work in support of NEIWPCC's mission, with guidance from the Division Director. Assist the Division Director in developing and implementing plans and goals for the department. Oversee engineering projects throughout the region, such as TR-16. Includes supervising NEIWPCC staff who will be located in NEIWPCC's compact member states. Oversee the New York City DEP Capital Replacement program.

Workgroups. Coordinate NEIWPCC's Wastewater Ad-hoc Training Task Force, as appropriate. Oversee Stormwater workgroup.

Workplans/budgets/contracts/grants. Develop work plans, budgets, and contract/grant amendments. Track specific budget elements and contracts. Provide reporting on contract deliverables under NEIWPCC's contracts with agency partners on engineering projects throughout New England and New York as well as for other state training contracts.

Programmatic topics. Provide coordination among New England states and New York in regard to technical and policy input to federal legislation regarding wastewater, training, technical assistance, infrastructure funding, stormwater and onsite wastewater issues, updating stakeholders on legislative initiatives and developments that could affect state programs. Explore the need for and coordinate the development of regional technical manuals, guides, and/or reports.

Quality management. Work with Quality Assurance Program Manager with review of Quality Assurance Project Plans as needed and train as QAPM designee.

Outreach. Maintain appropriate webpages on the NEIWPCC website to ensure they are up-to-date and accurate. Write articles for various NEIWPCC, or other, publications. Present work products and programs to stakeholders and the general public.

Other duties as assigned.

The satisfactory performance of the above duties and responsibilities requires the incumbent to have a thorough understanding of NEIWPCC's programs, organization, and policies, to exercise initiative and resourcefulness in complicated situations, and to be able to work effectively with state and federal contacts at both staff and top management levels, and with varied professional backgrounds. The ability to organize workload, and perform tasks in an accurate, conclusive and timely manner is required.

Executive Competencies

- Accomplished written and verbal communicator who can inspire confidence
- Sound judgment and resourcefulness in developing people, processes and systems
- Combination of cultural sensitivity and emotional intelligence, along with an unpretentious style, that enables the person to 'fit' into this collaborative, team oriented organization

Personal Characteristics

- Enthusiastic, dedicated and creative
- Think and act in a broad collaborative style. Care deeply about the health and impact of the entire organization
- Operate with an accessible, visible and flexible style that inspires trust and confidence in staff and in executive management. Easily able to partner with and influence/inform others
- Comfortable in group settings and welcomes collaboration
- Naturally prone to action with a focus toward continuous improvement
- Excellent organizational and task prioritization skills

- Diplomatic and welcoming in their approach to others
- Able to manage change and articulate the “value case” for it
- Comfortable working in a very collaborative environment and oriented toward getting things done; able to bring perspectives and ideas to the table while remaining open to perspectives and ideas from others. Open to lively debates
- A strong, attuned management style that can capably lead while nurturing others and encouraging them to learn and grow
- Inclusive and interested in helping others
- Capable of fostering and deserving of trust
- Accept responsibility and is accountable for results
- Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence
- Ability to exercise discretion in handling confidential information
- Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished; the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates’ training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action

SUPERVISORY CONTROLS: Incumbent operates with substantial independence of action and delegation of professional decisions within their area of activity. Consults with Division Director and Executive Director on certain matters of NEIWPCJ policy, program direction and new commitments. Job performance is evaluated by the Director of the Wastewater & On-site Programs.

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to, and review the performance of 1-10 professional personnel: and indirect supervision (i.e., through an intermediate level supervisor) over 6-30 professional and/or technical personnel.

RECOMMENDED QUALIFICATIONS:

Education

A master’s degree in environmental engineering or civil engineering

License

Professional Engineer's license and current registration, preferred

Ideal candidate will also possess a wastewater license from the Commonwealth of Massachusetts (preferably, Municipal Grade 4 or higher) or other New England state

Experience

Applicants must have at least (A) twelve years of full-time, or equivalent part time, technical or professional experience, of which (B) at least ten years must have been in a professional capacity and, of which (C) at least eight years must have been in a supervisory, managerial or administrative capacity or, (D) any equivalent combination of the required experience and the following substitutions

Substitutions

- I. An associate’s degree with a major in a field referenced above or a related field may be substituted for a maximum of one year of the required (A) experience.*
- II. A bachelor’s degree with a major in a field referenced above or a related field may be substituted for a maximum of three years of the required (A) experience.*

- III. A graduate degree with a major in a field referenced above or a related field may be substituted for a maximum of three years of the required (A) experience and one year of the required (B) experience.*

*Education toward such a degree will be prorated on the basis of proportion of the requirements actually completed. NOTE: Education substitutions will be permitted for a maximum of one year of the required (B) experience. No substitution will be permitted for the required (C) experience.

Special Knowledge and Skills

- Experience with operation of wastewater treatment utilities and facility reconstruction preferred
- Training experience preferred
- Experience and capability in working with state and local water/wastewater agencies
- Excellent computer skills, including virtual training platforms

Environmental Factors

Duties will be performed largely in an office setting, but with need for travel for which a valid driver's license and private means of transportation must be available

Requirements

Attendance at the annual All Staff Meeting is mandatory