

TITLE: INFORMATION OFFICER (LCBP Office Manager, LCBP Grand Isle office)

EMPLOYER: NEIWPC, Wannalancit Mills, 650 Suffolk Street, Suite 410, Lowell, MA 01854

LOCATION: 54 West Shore Rd, Grand Isle, VT 05458

SALARY: Grade and Step dependent upon qualifications and experience.

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 Monday through Friday, 8 hours per day, except for approved compensatory time.

BACKGROUND INFORMATION: NEIWPC 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. NEIWPC is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.

NEIWPC serves as financial administrator and program advisor to the Lake Champlain Basin Program (LCBP) and the Champlain Valley National Heritage Partnership (CVNHP). As such, NEIWPC employs the program staff and maintains the program office in Grand Isle, Vermont. The LCBP coordinates and funds activities that protect and improve the natural and human resources of the Lake Champlain Basin. Partners in the program include the States of Vermont and New York, the Province of Quebec, NEIWPC, the U.S. EPA, the U.S. National Park Service, and the International Great Lakes Fishery Commission. LCBP and CVNHP also collaborate with several other agencies and organizations at the federal, state, and local levels, including private firms, academic institutions, and non-government organizations.

The Lake Champlain Basin Program coordinates management of Lake Champlain through the Lake Champlain Steering Committee and *Opportunities for Action*, the management plan for the Basin. The LCBP and CVNHP award a significant number of grants each year and requires a person to serve as the primary administrator for these grants. Technical support for the projects will be provided by additional LCBP staff.

JOB SUMMARY: Provide support to LCBP Program Director and staff to optimize workflows. Ensure smooth logistical operations of the LCBP office in Grand Isle, Vermont and the LCBP Resource Room located in the ECHO Leahy Center, Burlington, VT.

DUTIES AND RESPONSIBILITIES: The incumbent will work closely with the LCBP Program Director and NEIWPC Lowell staff to ensure smooth and consistent logistical LCBP operations and communication with the NEIWPC Lowell office. Duties include provision of administrative support to LCBP staff based in the Grand Isle office and elsewhere throughout the Lake Champlain basin. Responsible for supervision of the LCBP Grants Specialist.

- **Office Management** – As office receptionist, answer and respond to phone and email inquiries, order office supplies, manage postage account, and maintain office equipment in Grand Isle office and the LCBP Resource Room at the ECHO Leahy Center in Burlington. Maintain all LCBP-managed databases. Maintain LCBP subscriptions,

process office invoices. Provide IT support to staff for computing systems and serve as liaison to a contracted IT support firm. Serve as primary contact with the VT State Fish Hatchery in Grand Isle for building maintenance and office logistics.

- **Administrative Support** – Process LCBP staff timesheets, monthly expense forms, travel and professional development requests. Coordinate preparation and finalization of quarterly reports to funding agencies for staff review. Track LCBP financial records via close coordination with NEIWPC Lowell staff. Work closely with NEIWPC Lowell staff to process purchase orders, new contracts, contract amendments; submit quarterly/final reports; approve and process invoices for payment. Maintain Committee membership rosters with up-to-date contact information.
- **Grant Management** – Supervise LCBP Grants Specialist and administrative aspects of LCBP and CVNHP grants, including tracking and reporting of project metrics. Serve as Project Officer for LCBP Organizational Support Grant program.
- **Executive support to Director** – Provide administrative support to LCBP and CVNHP Program Director, coordinate meeting and venue logistics for LCBP-hosted meetings and events, provide on-site technical and administrative meeting support, including notetaking.

Other duties, as assigned by supervisor.

SUPERVISORY CONTROLS: Incumbent operates with some independence of action within their area of activity. Job performance is evaluated by the LCBP Program Director in consultation with the NEIWPC Water Resource Protection Division Director.

The incumbent will rely on their ability, expertise, and commitment to excellence. They will also demonstrate behaviors that are essential to NEIWPC's culture of honesty, ethical behavior, personal integrity, respect for others, transparency, hard work, and collaborative teamwork.

RECOMMENDED QUALIFICATIONS:

Education

A bachelor's degree in one of the following: accounting, auditing, business or public administration, business management, non-profit management, communications, environmental/natural resource management, liberal arts or related field required.

Experience

Applicants must have at least (A) three years of full-time, or equivalent part-time, technical, or professional experience in the field above, of which (B) at least one year must have been in a professional capacity, (C) 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 two 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 required experience.*

* Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Personal Characteristics

- Think and act in a broad collaborative style. Care deeply about the health and impact of the LCBP, CVNHP, and NEIWPC
- Comfortable in group settings and welcomes collaboration
- Naturally prone to action with a focus toward continuous improvement
- Diplomatic and welcoming in their approach to others
- Able to manage change and articulate the need for that change
- 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
- Inclusive and interested in helping others
- Capable of fostering and deserving of trust
- Accept responsibility and be accountable for results
- Ability to write concisely to express thoughts clearly and to develop ideas in logical sequence as well as communicate verbally
- High degree of multi-tasking and time management capability

Special Knowledge and Skills

- Ability to review, proofread, and edit documents and presentations as needed
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint, Access, Teams and Sharepoint)
- Experience with computerized telephone systems
- Excellent grammatical, organizational, and interpersonal skills
- Ability to work independently and as part of a team
- Integrity and professionalism
- Ability to maintain accurate records
- Willingness to support colleagues in the event of workflow issues or absences
- Punctuality
- Ability to maintain confidentiality
- Attention to detail

Environmental Factors

Duties will be performed largely in an office setting, but with the need for limited travel for which a valid driver's license and private means of transportation must be available. Position will require travel both regionally and nationally. Will require occasional night and weekend work.

Requirements

A shared office space in the Grand Isle, VT office will be made available to the incumbent. After six months of employment, this position may be eligible for a partial telework schedule, subject to approval and determined by program and office needs. Some duties may require travel to

various meeting locations in New York, Vermont, or Quebec for which a private means of transportation will be required. Must possess and maintain a valid driver's license.

Position requires incumbent to be in the office Monday – Friday for the first six months of employment. There is the possibility of a part-time telework schedule post six-month evaluation.

Travel to Quebec may be requested, for which a private means of transportation and a valid passport or enhanced license will be required.

Attendance in the NEIWPC Lowell office for a one-day orientation and at the annual All-Staff Meeting is mandatory.