TITLE: Information Officer (Lowell office)

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

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

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. NEIWPCC is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.

JOB SUMMARY: Provides administrative and IT support to Programmatic Divisions (Water Quality, Water Resource Protection, and Wastewater) and Business Divisions (Business Operations, Human Resources, Communications, and Fiscal). Assists staff in order to optimize workflow in the office.

This is an in-office position. Duties will be performed largely in an office setting, but with 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. After six months of employment, this position may be eligible for a partial telework schedule for office-based duties, subject to approval and determined by program and office needs.

DUTIES AND RESPONSIBILITIES: The incumbent will work with other Information Officers and Business Operations Staff to provide support to assigned functional groups in the Lowell office including collecting information from various NEIWPCC programs and assist in drafting periodic publications or communications for both internal and external audiences.

Programmatic Divisions: Support the division staff, assisting with correspondence with state and federal employees, workgroup meeting setup and support, preparing meeting materials, certifications and training support, payment tracking, webinar assistance, making travel arrangements, and assisting with incoming questions regarding any of NEIWPCC’s programs.

Business Divisions: Support the Executive Director and Business Operations Director, Executive Committee and Commission, assisting with correspondence and documentation, upkeep of procedural documents, coordinating bulk mailings, and database and file upkeep. Serve as the Business Operations Director’s back-up contact for staff IT requests, basic troubleshooting, and technology resource management. Support meetings and conferences, including venue research, attendee and exhibitor correspondence, booking travel arrangements, event set-up and onsite registration, attendee travel reimbursements, and reporting.

General Administrative Support: Greet office guests, answer and route telephone calls, sort and distribute mail, assist with and coordinate basic printer and fax maintenance, scheduling and calendar tracking, supply ordering, presentation and document editing, website edits, routine reporting, and general administrative support.

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 Business Operations Director in consultation with the other NEIWPCC project managers being supported, as appropriate.

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

Based on assignment, incumbents of positions at this level may exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to, and review the performance of 1-5 technical or professional personnel; may exercise indirect supervision (i.e., through an intermediate level supervisor) over 6-15 technical or other personnel; and/or may exercise functional supervision (i.e., over certain but not all work activities, or over some or all work activities on a temporary basis) over 1-5 technical or professional personnel.

REQUIREMENTS:
- A valid driver’s license and access to own transportation is required.
- Attendance is mandatory in the Lowell office for a one-day orientation and at the annual All Staff Meeting (held the last Thursday and Friday in March each year).
- This is a full-time position. This position requires incumbent to be in the office or at the assigned work location Monday – Friday for the first six months of employment. 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. Telework schedules are authorized by the Executive Director.
- Proof of COVID-19 Vaccination required.

PREFERRED QUALIFICATIONS:
A bachelor’s degree in one of the following: accounting, auditing, business administration or business management, information technology, communications, environmental/natural resource management, geographic information systems or a related field.

At least three years of full-time or equivalent part-time, technical or professional experience in the above-mentioned fields, of which at least one year must have been in a professional capacity.

Personal Characteristics
- Naturally prone to action with a focus toward continuous improvement and is committed to contributing to the overall success of NEIWPCC.
- Ability to build collaborative relationships across NEIWPCC and our partners.
- Approachable and diplomatic in all interactions.
- Able to manage change and articulate the “value case” for it.
- A team player who is inclusive and willing to help others.
- Dependable and capable of fostering trust.
- Accepts 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.
- Excellent organizational skills and the ability to prioritize key deliverables.
Special Knowledge and Skills

- High degree of multi-tasking and time management capability
- Ability to review, proofread, and edit documents and presentations as needed
- Experience with Windows computer systems
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint, and Access)
- Experience with computerized telephone systems
- Excellent grammatical, organizational, and interpersonal skills
- Ability to work independently and as part of a team
- Integrity and professionalism
- Willingness to cover colleagues in the event of workflow issues or absences
- Punctuality
- Ability to maintain confidentiality
- Attention to detail

SALARY: Salary dependent upon level of experience and qualifications.

BENEFITS: Generous benefits package provided, which includes vacation, personal and sick leave, paid holidays as determined by office location; health, dental, disability and life insurance; retirement plan.