

TITLE: **INFORMATION OFFICER** (Resource Room Coordinator)

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

LOCATION: Lake Champlain Basin Program Resource Room at ECHO, Leahy Center for Lake Champlain in Burlington, VT, and the Lake Champlain Basin Program office at 54 West Shore Road, Grand Isle, VT.

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.

NEIWPCC serves as financial administrator and program advisor to the Lake Champlain Basin Program (LCBP) and Champlain Valley National Heritage Partnership. As such, NEIWPCC 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. One of the primary responsibilities of the LCBP is to coordinate and implement the long-term management plan for Lake Champlain, *Opportunities for Action*. Partners in the program include the States of Vermont and New York, the Province of Quebec, NEIWPCC, the U.S. EPA, the U.S. National Park Service, and the International Great Lakes Fishery Commission. LCBP also collaborates with several other agencies and organizations at the federal, state, and local levels, including private firms and academic institutions.

JOB SUMMARY: This NEIWPCC Information Officer (LCBP Resource Room Coordinator) is responsible for the daily operations of the Resource Room located in the ECHO Center in Burlington VT. Using excellent communication and teamwork skills, this individual will coordinate, evaluate, and oversee program activities in the Lake Champlain Basin Resource Room. In addition, the IO works with the LCBP Team, in coordination with the Education & Outreach Coordinator, to develop and implement education and outreach programs.

DUTIES AND RESPONSIBILITIES

- Manage the day-to-day operations of the Resource Room including supervising and scheduling staff and volunteers to cover all shifts.
- Design and implement programs:
 - To inform and answer questions from the public about the Lake Champlain Basin and the programs and policies designed to address environmental issues. This includes creation of specific programs to assist with understanding of the Lake Champlain Basin.
 - To encourage and involve the public in watershed stewardship of resources and the long-term implementation of the pollution, prevention, control, and restoration plans for the lake.
- Present programs to ECHO visitors, schools, camps, and professional groups.
- Assist partner groups with curriculum development.
- Prepare and update exhibits and informational displays.

- Develop and compile outreach materials.
- Provide content for NEIWPCC publications, examples include Interstate Waters Magazine, Streamlined, Annual Reports, State Summaries, as well as the NEIWPCC website and social media.
- Maintain a Quality Assurance Project Plan (QAPP) and SOPs for LCBP projects. Work with NEIWPCC's Quality Assurance Program Manager to review Quality Assurance Project Plans as needed, with the opportunity to become a QA Designee if appropriate.
- Successfully manage projects in accordance with their workplan while remaining on time and within budget. Project management requires employees to utilize a variety of project management strategies to help organize and complete projects according to their success criteria while engaging stakeholders appropriately. These strategies may include:
 - Reviewing all agreement and workplan deliverables to reduce amendments needed after implementation.
 - Developing, managing, and tracking project budgets, schedules, and deliverables to ensure projects are completed on time according to NEIWPCC policy, grant agreements, and best management practices.
 - Submitting invoices and purchase orders in a timely manner.

SUPERVISORY CONTROLS: Incumbent operates with substantial independence of action and delegation of professional decisions within their area of activity. Consults with Education and Outreach Coordinator on certain matters of policy. The Education and Outreach Coordinator evaluates job performance in conjunction with NEIWPCC leadership.

The incumbent will rely on their ability, expertise, and commitment to excellence. They will also build NEIWPCC's culture which focuses on honesty, ethical behavior, personal integrity, respect for others, transparency, hard work, and collaborative teamwork.

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.

PREFERRED QUALIFICATIONS: A bachelor's degree in environmental science, environmental education or interpretation, natural resources, natural resource policy or a related field.

At least three years of full-time, or equivalent part time, technical or professional experience, in the field of environmental science, natural resources science, or environmental education 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 new ideas.
- A team player who is inclusive of diverse groups 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

- Effective leadership and business management skills.
- Excellent communication skills, both verbal and written.
- Ability to actively listen and respond respectfully to different perspectives.
- Ability to exercise considerable tact and diplomacy.
- Have competence in grammar and editing skills.
- Knowledge of public involvement and public participation theory and techniques.
- Knowledge/experience with Lake Champlain Basin resource issues.
- Knowledge/experience in natural and cultural history
- Knowledge/experience educating the public and students; able to lead a school program.
- Working knowledge of the principles and practices of public relations.
- Ability to act as an effective liaison with the media.
- Ability to facilitate large group meetings and speak well in public.
- Computer literacy, particularly with Microsoft Office applications.

REQUIREMENTS:

- A valid driver's license and access to own transportation required. Travel to Quebec may be requested, for which a private means of transportation and a valid passport or enhanced license will be required.
- Attendance is mandatory in the Lowell office for 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 for all assigned work hours and is not eligible for telework.
- Proof of COVID-19 Vaccination required.

SALARY: Salary dependent on level of experience and qualifications.

BENEFITS: 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, 8 hours per day, except for approved compensatory time.