

TITLE: Program Manager - Drinking Water Source Protection Program

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

LOCATION: NYS Department of Health, Bureau of Water Supply Protection, Division of Environmental Health Protection, Center for Environmental Health - Empire State Plaza, Corning Tower, Albany, New York 12237

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.

The primary goal of the Drinking Water Source Protection Program is to develop and implement source water protection measures for public water systems throughout New York State. Source water protection strategies are most effective when implemented at the local community level. As such, NEIWPC professionals will team up with staff from NYSDOH, NYSDEC, and other regional organizations to work with community stakeholders to develop these strategies.

JOB SUMMARY: Under the supervision of the staff in NYSDOH's Bureau of Water Supply Protection (BWSP), the Program Manager position provides support to public water systems and local municipalities for the development and implementation of source water protection programs in the State of New York. This includes supervising staff across the state, providing technical oversight, and facilitating collaboration between multiple state, regional, and local entities. The incumbent will offer technical assistance (either directly or through direct supervision) to water suppliers, regional environmental health staff, and local health department staff on implementing source water protection strategies. This position will also oversee water sample collection and coordinate analytical testing for biological and chemical contaminants. Additionally, the incumbent may serve as the initial point of contact for inquiries from the regulatory community as well as the public.

DUTIES AND RESPONSIBILITIES:

- Supervise central office and regional staff charged with developing source water protection plans, updating Source Water Assessment Plans (SWAPs), collecting environmental samples for analysis, and summarizing, evaluating, and presenting environmental information and data.
- Conduct or oversee investigations on matters such as source water assessment and protection, water storage, treatment and distribution, wastewater treatment and discharge, point-source and non-point source pollution, permitting, or other compliance and regulatory issues.
- Represent DOH when consulting with the public, local health departments (LHDs), stakeholder groups, and governmental agencies on source water protection implementation strategies and presenting the results of environmental testing.
- Develop guidance and training for local municipalities, governmental and non-governmental agencies, and LHDs on source water protection strategies and implementation.
- Provide support for BWSP and related programs by developing and implementing procedures to ensure regulatory compliance.

- Develop training materials and provide technical assistance for multiple audiences on topics like surveillance sampling, compliance testing, and treatment techniques.
- Perform site evaluation and/or collect data and samples from systems to inform policies and programs on emerging or special federal and/or state requirements.
- Generate, or be responsible for the generation of, final written reports for dissemination to DOH, other state agencies, stakeholder groups, local governmental agencies and the general public on program activities.
- Develop periodic program progress reports for DOH internal review and dissemination.
- Review technical reports provided by regional staff on BWSP or other related programs.
- Provide content for NEIWPC publications, examples include Interstate Waters Magazine, Streamlined, Annual Reports, State Summaries, as well as the NEIWPC website and social media.
- Maintain a Quality Assurance Project Plan (QAPP) and SOPs for projects. Work with NEIWPC's Quality Assurance Program Manager to review Quality Assurance Project Plans as needed, with the opportunity to become a QA Designee if appropriate.
- Other duties as assigned.

SUPERVISORY CONTROLS: Incumbent operates with substantial independence of action and delegation of professional decisions within their area of activity. Consults with Executive Director, Director of Water Resource Protection Programs and other staff on certain matters of policy. Job performance is evaluated by the NEIWPC Project Manager, and in consultation with the Bureau of Water Supply Protection Section Chief.

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.

PREFERRED QUALIFICATIONS: A master's degree in environmental science, biology, chemistry, earth science, geology, hydrogeology, hydrology, environmental health, natural science, environmental policy, toxicology, or public health.

At least 7-10 years of full-time or equivalent part-time, technical, or professional experience in the above-mentioned fields, of which at least seven years must have been in a professional capacity, and of which three to five years must be in a supervisory or managerial capacity.

Personal Characteristics

- Naturally prone to action with a focus toward continuous improvement and is committed to contributing to the overall success of NEIWPC.
- Ability to build collaborative relationships across NEIWPC and among 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

- Knowledge and experience with the development and implementation of source water protection plans.
- Excellent communication skills, both verbal and written. Effective leadership and business management skills.
- Knowledge and understanding of state and federal environmental regulations.
- Comprehensive understanding and working knowledge of Safe Drinking Water Act.
- Knowledge of groundwater, as well as surface water, hydrology. Ability of understand the outputs from modeling and develop technical strategies which can be incorporated into source water protection plans.
- Ability to communicate technical information to a non-technical audience.
- Ability to work effectively with scientists and engineers.
- Ability to work both independently and as part of a team.
- Database management.
- Experience with different outreach strategies, such as tabling, email marketing, and the ability to share the benefits of the program with prospective applicants.
- Experience directing or participating in stakeholder workgroups.

REQUIREMENTS:

- A valid driver's license and access to own transportation required.
- Attendance is mandatory in the Lowell office for orientation and at the annual All Staff Meeting (held during the last Thursday and Friday of 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.

SALARY: Salary dependent upon level of qualifications and experience.

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.