

TITLE: Information Officer – Education and Outreach

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

LOCATION: Grand Isle Office at 54 West Shore Rd, Grand Isle, VT, 05458.

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 serves as financial administrator and program advisor to the Patrick Leahy Lake Champlain Basin Program (LCBP) and the Champlain Valley National Heritage Partnership (CVNHP). In this role, NEIWPC employs the program staff, including the Program Director, and maintains the program office in Grand Isle, Vermont.

The LCBP work is directed by the Lake Champlain Steering Committee whose members lead resource and planning agencies in Vermont, New York, and Quebec, and additional representatives from local government, federal agencies, chairs of the jurisdictional citizen advisory and programmatic advisory committees. The Lake Champlain Steering Committee makes overall policy and budget decisions regarding basin management, with input and recommendations from an Executive Committee and several advisory committees.

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.

JOB SUMMARY: This is a full-time position working for NEIWPC on issues related to Lake Champlain. The Information Officer (IO) works closely with the Education and Outreach Program Manager to assist with mission-driven projects to improve water quality, habitat, environmental engagement, and cultural interpretation of the Lake Champlain Basin. This includes assisting with managing the reporting, invoicing, and documentation for active grants administered by NEIWPC on behalf of the LCBP. The IO will assist with the development of Requests for Proposals for projects and supports the LCBP grant review process. The incumbent may also prepare technical data and interpretation for use on the LCBP website.

DUTIES AND RESPONSIBILITIES:

Team Support. Incumbent will provide support as needed to the NEIWPC LCBP team, with supervisor approval. Team support may include, but is not limited to, field work, office support, or on-site meeting support.

- Work with and maintain consistent communication with NEIWPC staff in Lowell office for agreement processing.
- Work in collaboration with LCBP Project Officers for review and approval of education and outreach items and deliverables related to grant management. Assist with the development of workplans and budgets for the projects.

- Manage the LCBP online grant management system, including all aspects of LCBP Grant management workflows from proposal solicitation to close out of awarded projects. Communication with applicants and award recipients will be a key aspect of this role.
- Coordinate with colleagues throughout NEIWPC to ensure smooth and timely execution of activities.
- Assist with Quarterly Report completion.

Programmatic Topics. Works with Education and Outreach (E & O) Program Manager to communicate with the E&O Advisory Committee and the LCBP Steering Committee to implement the Education and Outreach (E&O) objectives in Opportunities for Action.

- Coordinates the production and dissemination of newsletters, fact sheets and press releases.
- May serve as coordinator and project officer for LCBP E&O grants, prepare RFP language, coordinate the review of proposals and the development of workplans, track ongoing contract work and facilitate the final review of projects.
- Assists with the Champlain Basin Education Initiative, a program involving a series of workshops and formal training programs for educators in the region.
- Assists in the coordination of the annual watershed group coordination workshop.
- May plan and conduct workshops/public forums as directed by the Education and Outreach Advisory Committee.
- May assist in the representation of LCBP at community events and conferences on an as-needed basis.
- Develop and deliver presentations to the public.
- Prepares press releases.
- Review the appropriateness of the educational component of all proposals.

Resource Room

- Provide coverage in the LCBP Resource Room within ECHO, Leahy Center for Lake Champlain as needed.

Quality Management. Review and edit Quality Assurance Project Plans submitted by LCBP partners in collaboration with NEIWPC Lowell office staff and in accordance with NEIWPC's Quality Management Plan.

Project Management, Metric Tracking and Reporting. Incumbent responsible for management of project metrics and developing progress reports to funding agencies.

- Assist applicants and grant recipients with aspects of the grant management process to ensure complete grant applications, timely submission of contract documents, and invoice processing. Process these documents through appropriate internal channels.
- Receive and process project data, photos, and other deliverables.
- Correspond with grant recipients to receive project tracking data and upload to database in a timely manner.
- Prepare contract request forms with the workplan and budget information. Submit the contract request form to LCBP contracts management for processing and submittal to Lowell Contracts Manager.
- Order supplies and set up vendors' agreement prior to the execution of any programs/project ensuring timely deliveries of all supplies.

- Set and adhere to budgetary allocation identified for the project and the funding agreement.
- Track project performance periodically to ensure both short-term and long-term goals are met.
- Assist in approving final reports, final invoices, and additional required grant close-out documentation.
- Ensure project metrics meet tracking criteria required by funding agencies.

Other Duties: As assigned.

SUPERVISORY CONTROLS: Incumbent operates with some independence of action within their area of activity. Job performance is evaluated by the NEIWPCC-LCBP Education and Outreach Program Manager.

The satisfactory performance of the above duties and responsibilities requires the incumbent to develop a thorough understanding of NEIWPCC's and LCBP's programs, organization, and policies, to exercise initiative and resourcefulness as a member of the NEIWPCC-LCBP staff team, to be able to work effectively with state and federal and provincial contacts, and with members of the public. The ability to organize workload, and perform tasks in an accurate, conclusive, and timely manner is required.

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.

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:

Education

A bachelor's degree in environmental science, education, communications, or a related field. Coursework or passionate interest in Lake Champlain or watershed issues relevant to the LCBP mission.

Experience

Three years of full-time, or equivalent part-time, technical, or professional experience in the field above, 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 & LCBP.
- Ability to build collaborative relationships across NEIWPCC and our partners.
- Willingness to support colleagues in the event of workflow issues or absences.
- 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.
- Excellent organizational skills and the ability to prioritize key deliverables.

Special Knowledge and Skills

- Experience working with the public.
- Experience working with and managing grants.
- Attention to detail.
- Provide technical support to partners on all aspects of grant submission and management, including U.S. federal grants.
- Ability to maintain accurate records.
- Data entry, database management, and basic statistical analyses.
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint, and Access), including Microsoft SharePoint and Teams.
- Ability to review, proofread, and edit documents and presentations as needed.
- High degree of multi-tasking and time management capability.
- Ability to work independently and as part of a team.
- Ability to follow oral and written instructions.
- Excellent grammatical, organizational, and interpersonal skills.
- Punctuality.

The following knowledge and skills are helpful, although not a requirement to qualify

- Experience managing and creating databases.
- Knowledge of budget preparation, grant writing, and contract management.
- Knowledge of or experience with Lake Champlain Basin natural resource and cultural heritage topics.
- Ability to speak/communicate in French.

Requirements

- Duties will be performed largely in an office setting, but may include outdoor field assignments, and will require travel to various meetings locations in Vermont, New York, and Quebec, for which a private means of transportation and a valid passport or smart license is required. Position will require travel both regionally and nationally. Will require occasional night and weekend work. Some confrontational meetings with interest groups may occur, which will require good human relations skills and an ability to practice effective public participation techniques.
- 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 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 NEIWPC Executive Director.

SALARY: Salary dependent upon qualifications and experience.

BENEFITS: Generous benefits package provided, but not included in salary range: vacation, personal and sick leave; health, dental, disability and life insurance; retirement plan.