

TITLE: Environmental Analyst – Training Development Specialist

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

LOCATION: NEIWPCC South Portland Office, 584 Main Street, South Portland, ME 04106

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.

JOB SUMMARY: Under the supervision of the South Portland Program Manager, support NEIWPCC's wastewater training program and South Portland office operations. Activities are generally wastewater-oriented, but can cover a wide range of environmental topics, according to Wastewater Division needs and areas of expertise. Acts as training specialist and clearinghouse for information to state partners, operators, and the public. Represents NEIWPCC through training activities, and by participating in state and regional conferences, trade shows, and other industry events.

DUTIES AND RESPONSIBILITIES:

Training: Support NEIWPCC's training program, primarily through development and implementation of new online self-paced training and management of NEIWPCC's JETCC training program.

Lead planning, development, and execution of JETCC training, Management Candidate School, Wastewater Operator School, and North Country Convention. Host courses and support trainers with technical and logistical needs; identify and solicit new instructors for emerging topics and technologies; maintain and continuously improve the library of course materials; monitor training effectiveness and feedback; and recommend improvements.

Establish goals, standards, and guidelines for learning content; identify gaps in existing training that can be closed by self-paced offerings; collaborate with subject matter experts and stakeholders to create courses on NEIWPCC's Coassemble learning platform and roll out the new training platform to wastewater operators throughout the northeast and beyond.

Other assignments may include, but are not limited to, maintaining and enhancing existing computerized tracking systems for course attendees, producing registration lists, name badges, status reports; tracking payments, providing receipts and issuing certificates.

Workgroups: Provide staff support to the JETCC Board of Directors, including coordination of quarterly meetings.

Certification and Renewal Programs: Support the Maine State Wastewater Operator Certification and Renewal Program and the Maine Nonpoint Source Erosion Control Certification and Training Program. This may include processing initial certification applications and renewal applications, receipt and processing of TCH requests, and support to operators and contractors in need of guidance on processes and requirements.

Outreach: Maintain appropriate webpages on NEIWPCC website to ensure they are up-to-date and accurate. Develop advertising campaigns to promote new course offerings. Provide background materials or write articles for various NEIWPCC, or other publications.

Financial, Contract, & Grant Management: Develop work plans, budgets, and contract/grant amendments. Track specific budget elements and contracts. As needed, support the accounting department by providing them with accurate and timely billing information, payments, purchase orders, credit card sales, training course attendance lists and any other necessary information pertaining to training registrations, etc. Follow-up on past due invoices from attendees and report status to NEIWPCC. Support preparation of quarterly and annual progress reports.

Office Operations & Administrative Duties: Answers and routes telephone calls. Cooperatively maintain common office areas. Maintain databases in an up-to-date and accurate manner. Assist with development and implementation of process and system improvements.

Programmatic Support: Provide general support and assistance to the Program Manager. Coordinate with other divisions on crosscutting topics, including Water Quality and Water Resource Protection, as needed. Support the formulation of responses to inquiries from state and federal agencies, consultants, and the public about wastewater, water quality issues, technical publications, and NEIWPCC programs.

Quality Management: Work with Quality Assurance Program Manager with review of Quality Assurance Project Plans as needed.

Other Duties as assigned.

The satisfactory performance of the above duties and responsibilities requires the incumbent to have a thorough understanding of NEIWPCC's programs, organization, and policies; exercise initiative and resourcefulness in complicated situations; and work effectively with state and federal contacts at varying positional levels and professional backgrounds. An ability to organize workload and perform tasks in an accurate, conclusive, and timely manner, is required.

SUPERVISORY CONTROLS:

Works closely with and receives direct supervision from the Program Manager, who provides policy guidance and assigns work. The Program Manager evaluates job performance for conformance with professional standards and compliance with law, rules, regulations and established procedures.

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.

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.

PREFERRED QUALIFICATIONS:

A bachelor's degree in environmental studies, natural science, public health, earth science, biology, chemistry, or related field preferred.

Applicants must have at least 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.

License

Possess a NEIWPCC Member State (ME, VT, RI, MA, CT, NY or NH) Wastewater Operator's Certification (Class II or higher) or be capable of earning that certification within the first eighteen months of employment.

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 exercise discretion in handling confidential information.

Special Knowledge and Skills:

- Knowledge of wastewater collection and treatment
- Experience with Learning Management Systems
- Excellent computer skills, including proficiency with Microsoft Word, PowerPoint, and Access, as well as comfort with Adobe Acrobat and online meeting platforms
- Excellent communication skills, both verbal and written
- Excellent organizational skills
- Ability to work both independently and as part of a team
- Ability to follow oral and written instructions
- Ability to maintain accurate records

REQUIREMENTS:

- Duties will be performed largely in an office setting, but with need for travel for which a valid driver's license and private means of transportation must be available. Position will require travel.
- A valid driver's license and access to own transportation is 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 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.

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.