ASHEVILLE, NORTH CAROLINA

Classification Specification

Division Manager, Solid Waste
Job Code: 4145
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to plan and manage operations and staff of the Solid Waste Division.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: directs the activities of personnel through subordinate managers; plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; and provides progress and activity reports to Department Director or others as requested.

Develops and implements long- and short-term plans, goals, and objectives for operations of Solid Waste Division: researches, assesses and develops strategies to meet current and future issues and concerns regarding City solid waste and recycling needs; and recommends and implements needed changes, modifications and/or enhancements.

Develops, implements, and updates policies and procedures for Solid Waste Division: formulates and develops work methods and practices, policies, standard operating procedures, and training programs; monitors implementation of rules and regulations; and updates and maintains policies and procedures as required.

Develops and implements budget for Solid Waste Division: recommends budget allocations for staffing, equipment, capital improvement, and service delivery needs; monitors expenditures and revenues to ensure compliance with approved budget; and maintains related financial and budget reports and documentation.

Manages the day-to-day operations of the division: manages and oversees daily solid waste and recycling collections, technology implementation, public education campaign development, waste storage solutions, waste reduction programs and activities, or other activities, as assigned; ensures all division work activities and programs comply with applicable local, state, and federal policies, procedures, rules, regulations, permit requirements, laws, codes, and ordinances; initiates actions to correct deviations or violations; and makes recommendations regarding changes or additions City codes and ordinances.

Oversees Request for Proposal (RFP) development and contract renewals for the division; manages and participates in establishing of project and service budgets and bidding, evaluation, and awarding of contracts; and monitors work of contractors to ensure compliance with contract, standards, and specifications.

Provides technical expertise and recommendations regarding division and other City projects: participates in plan reviews for upcoming development and City projects; reviews private development plans for compliance with City standards and provision of solid waste services; and provides recommendations for adjustments or correction as needed.

Performs public relations and customer service functions: represents the division at various meetings, such as City Council meetings, neighborhood and community meetings, etc.: makes presentations regarding division projects and activities; receives and resolves complaints regarding division programs, services and projects; provides information, answers questions, and provides solutions; and acts as liaison to various committees, boards, public and private sector agencies, and community groups.

Performs related support functions for the division: manages division human resources functions and coordinates the Human Resources Department regarding personnel needs and actions, interpretation and application of City policies and procedures, benefits enrollments, policy changes, and other human resources activities.; manages training and safety programs; purchases equipment, materials, and supplies; and participates in the procurement and ensures maintenance of division vehicles and equipment.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, practices, trends, and advances in solid waste and recycling techniques, equipment, and standards; reads professional literature; maintains professional affiliations; and attends meetings, workshops, hearings, and training sessions as required.

Communicates with City administrators and elected officials, supervisor, subordinates, other City employees, contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, building and development plans, contracts, RFPs,

timesheets, invoice and payment records, tonnage reports, consultant recommendations, regulatory documents, performance appraisals, disciplinary actions, presentations, staff reports, program and project lists, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Environmental Science and Policy, Business or Public Administration, Project Management, or a related field required; supplemented by seven years of progressively responsible experience in managing solid waste activities and programs, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a managerial capacity for a division or organizational unit; includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.