



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Environmental Services Manager
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GENERAL PURPOSE

Under administrative direction, plans, organizes and directs the activities and staff of the District's Environmental Services Division; manages the development, implementation, and communication of environmental strategies and programs; develops and recommends compliance policies and procedures related to environmental regulations; identifies, promotes and coordinates training and information provided to District employees to ensure that they are informed of and comply with all applicable regulations, policies, and procedures related to environmental compliance, water quality the hazardous material/waste program, and other established environmental goals; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating all activities assigned to the Environmental Services Division. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines. This class is distinguished from the Director of Environmental and Regulatory Compliance in that the latter is responsible for directing all department activities.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Environmental and Regulatory Compliance. Exercises direct supervision over professional, technical, and administrative support staff through subordinate levels of supervision.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Plans, organizes, supervises, trains and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies and labor contract provisions; identifies best-of-class work practices among assigned staff and assures uniform adoption of those practices.
- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's Strategic and Operational Plans.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Manages the development and implementation of comprehensive District-wide programs to promote compliance with applicable environmental regulations.
- Manages the District's water quality program involving interpretation of technical data.
- Oversees monthly and annual compliance reporting to the State Water Resource Control Board, Division of Drinking Water.
- Addresses customer related complaints.
- Promotes the District's Environmental and Regulatory Compliance policies and ethics through timely and accurate reporting of noncompliance, maintaining open and honest relationships with the various regulatory agencies, clear and concise communications with senior management, and implementation of effective internal programs which promote regulatory compliance.

- Prepares timely and accurate reports and correspondence for review and approval by Director or senior management as required; researches and certifies the accuracy of various regulatory reports.
- Directs and implements regulatory reporting software.
- Develops recommendations for the District's environmental legislative policies regarding requirements for environmental resource management and facility, equipment, and process operations in order to ensure that the District can reasonably meet its mission.
- Promotes and accurately documents all divisional activities related to the District's safety awareness program and ensures compliance with all District safety related policies and programs.
- Establishes and clearly communicates District, department, and divisional policies and practices.
- Serves as a District representative on professional regulatory and environmental committees to effect appropriate changes to legislation and regulation.
- Serves on District committees, task forces, or other working groups as required to resolve a variety of issues.
- Authors scientific reports for publication or conference presentations.
- Ensures staff observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of department business plans, processes and performance measures, ensuring that they align with the District's Strategies and Operational Plans.
- Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.
- Ensures effectiveness of the business processes undertaken by the department and division.
- Defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Develops, maintains, and utilizes departmental performance indicators in making decisions.

- Establishes performance criteria for assigned staff.
- Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle. The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.
- Business management principles and ethics.
- Principles and practices of sound business communication.
- Practices and methods in developing requests for proposals for professional services.
- Environmental quality indicators.
- Federal, state, and regional environmental and regulatory rules, regulations, and laws of water chemistry, water quality, sanitary engineering, bio-solids, hazardous materials/waste and air chemistry.
- Principles and practices of effective regulatory compliance auditing.
- Office and records management practices.
- District personnel rules, policies and labor contract provisions.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control).
- Practices of structured problem solving.
- The Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the environmental and regulatory services program.
- Prepare, administer and monitor a division/department budget.
- Effectively plan, assign, and direct a wide range of activities which promote compliance with environmental and regulatory mandates.
- Design a variety of regulatory compliance programs that effectively communicate performance standards and goals.
- Understand, interpret, explain, and apply District, local, state, and federal laws and regulations applicable to areas of responsibilities.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results.
- To use the continuous improvement strategies and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department.
- Develop and deploy strategic plan elements and key performance measures consistent with District goals.
- Develop and maintain continuous improvement in all areas of operations.
- Develop and monitor performance standards for all divisions within the department.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole.
- Track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Five (5) years of progressively responsible experience in environmental and regulatory compliance programs, of which two (2) years is supervisory experience.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in chemical, civil or environmental engineering, chemistry, biology, environmental sciences or a closely related field.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.
- Certification as a Qualified Environmental Professional with the Institute of Professional Environmental Practice, applicable California Water Environment Association (CWEA) or American Water Works Association (AWWA) certification, or other equivalent certification, is desirable.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials, a computer screen, and operate a motor vehicle; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas, walking between work areas, and operating a motor vehicle to visit various District sites may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Environmental Services Manager
Last Update: May 2023

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	<i>May 16, 2023</i>
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Environmental Services Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____