



JOB DESCRIPTION

JOB TITLE:	Operations Manager	DEPARTMENT:	Field Operations
REPORTS TO:	General Manager/CAO	FLSA STATUS:	Exempt
PREPARED DATE:	August 2012	APPROVED DATE:	September 20, 2012
REVISED DATE:	July 2013		
REVISED DATE:	June 2017	AUGUST 2017	

SUMMARY

Under direction from the General Manager/CAO, coordinates the activities of the Authority's transfer or convenience stations, and Landfills collection facilities including ability to organize, coordinate, and manage field operations functions. Oversees and manages Landfill, Household Hazardous Waste, Scalehouse operations, environmental control systems, and safety programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Other duties may be assigned.)

Waste Management – Manages, organizes, and directs the programs/projects/activities of the operation and administration of the Transfer/Convenience Stations and Landfill facilities. Organizes and manages transfer/convenience stations, and Landfill facilities including on-site assessments for solid waste data. Ensures operations are aligned with organizational goals as related to operations and compliance. Monitors contract administration and projects including contractor performance. Oversees proper compliance with specifications on the use of transfer sties; and ensures proper operations compliance with health and safety codes. Manages the maintenance activities of all HHW, Transfer Station, Scalehouse and Landfill Facilities. Assists with the development of diversion activities and programs. Schedules and completes removal and installation of the Landfill gas collection system to assist with landfill fill sequencing.

Environmental Regulations – Inspects solid waste facilities and environmental control systems to ensure compliance with regulatory laws. Develops and submits reports required by regulatory agencies including RWQCB, MBUAPCD, and CalRecycle. Assists General Manager to implement new regulatory requirements.

Construction Compliance – Oversees and monitors contractor practices to ensure compliance with solid waste regulations, contract agreements, and proper operating practices. Recommends design alterations; provides plan review and comments. Observes and analyzes maintenance and capital improvement projects during construction. Provides construction management assistance with CIP's.

Site Maintenance – Inspects solid waste operations and sites including landfills, transfer stations, household hazardous waste facilities to ensure proper operations, including liners, gas collection, destruction systems, drainage structures, ground water and landfill gas probes and sampling wells, leachate collection, storage and removal and re-injection system. Oversees basic maintenance and repairs of pumps and wells.

Project Management – Recommends in-house repairs and projects to improve overall operations and assist with budget savings. Develops cost estimates and schedules projects. Reviews and comments on environmental reports prepared by consultants and provides recommendations to department manager(s). Schedules and maintains on-going operation meetings with contractors.

Financial - Monitors the financial functions and activities of Transfer/Convenience Stations and Landfill facilities.

Safety- Analyzes department safety data and develops long and short-term strategies to improve adverse accident and injury trends. Assists in the development of safety standards for occupations and jobs within the divisions, including written Occupational Safety & Health Standards. Conducts safety audits of jobs and work environments, which involve hazards and/or potential accidents. Implements appropriate safety suggestions.

General Responsibilities - Prepares proposals and enforces contract provisions related to operations **and** municipal disposal functions. Develops and administers portions of division budget. Evaluates the performance and outcomes of all supervised staff. Develops and recommends policies and policy revisions to the General Manager.

SUPERVISORY RESPONSIBILITIES

Supervises staff in the Field Operations Division to include scalehouse and household hazardous waste operations. Responsible for the coordination, and evaluation of the transfer stations. Carries out supervisory responsibilities in accordance with the organization's policies, procedures, and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; recommending rewards or discipline of employees; addressing complaints and resolving problems.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Accountability/ Planning/Organizing

Holds self and others accountable for required work output and standards. Ensures that effective controls and contingency plans are in place. Projects/tasks within area of own accountability are completed on time and within budget. Structures his/her department/team in an organized, efficient manner. Coordinates team activities to make the best use of individual skills and specialties. Accurately identifies the resources and time scales needed to meet objectives. Puts plans into action effectively. Has contingency plans in place to counter unforeseen developments.

Communication (Oral/Written)

Expresses views in a fluent, clear, logical manner, with enthusiasm and confidence. Communicates openly and honestly, and promotes an open exchange of ideas. Is an effective listener – listens openly without interrupting. Keeps people well informed in respect of key organizational and departmental issues, in a timely manner. Delivers information effectively in a variety of written formats including reports, letters, memos, emails, etc.

Employee Development/Empowerment

Provides challenging assignments so employees can learn through practical experience and making mistakes. Actively assists employees in the identification of their learning and development needs and strategies, for current and future positions. Recognizes and builds upon employees' strengths and abilities. Has a formal, written development plan in place for each direct report. Provides relevant learning opportunities for employees to become highly competent. Organizes and structures work for employees in a way that encourages ownership. Encourages and promotes decision making authority and accountability at all levels. Provides the time, resources and opportunities for employees to undergo identified learning activities. Enables employees to take calculated risks and learn from their mistakes in a non-critical environment.

Risk Management - Oversees and administers the Authority's safety program; Provides information and assistance to Safety Committee; Assists in development and implementation of safety training programs for compliance with OSHA regulations and other federal, state or local requirements.

Safety Officer – Oversees the Authority's internal Safety Committee, evaluates all job site incidents, exposures and accidents, recommends corrective actions to improve employee and customer safety, works directly with Finance and Administration Manager to assure all local, State and Federal safety reporting is filed correctly and on time, and oversees all safety training exercises and activities for Authority staff.

Financial Management

Demonstrates a broad understanding of financial management principles. Understands the key financial indicators affecting the organization. Accurately estimates project plans and budgets, using cost-benefit thinking. Manages and controls budgets effectively; monitors expenditures rigorously. Identifies cost-effective approaches to business operations without sacrificing quality.

Leadership Skills/Strategic Thinking/Visioning

Establishes unit vision and direction and motivates/inspires team members to follow suit. Believes in self and has a sense of purpose. Has good problem-solving and decision-making skills. Has good communication skills (oral and written). Leads by example, and with confidence and authority; takes charge of difficult situations. Has the courage of his/her convictions, and is not afraid to make difficult or unpopular decisions if necessary. Fosters good morale within the team. Treats others with respect and dignity, and establishes good interpersonal relationships. Makes others feel appreciated, valued and included, and so gains their respect. Demands excellence and recognizes and rewards excellent performance. Constructively criticizes when required, so underperformers are re-motivated to do better. Not afraid to take calculated risks and learn from mistakes. Embraces

and initiates change. Is fair and forthright. Identifies and keeps up to date on key national and international political, economical, social and technological trends that (may) affect the organization. Identifies and acts upon competitive threats and opportunities. Takes a long-term view of organizational issues and priorities. Formulates effective strategies consistent with the vision and mission of the organization. Involves, inspires and energizes others to commit to the vision and translating it into action. Uses the organization's strategies effectively to set realistic yet stretching goals. Develops and refines the vision and strategies to reflect constant and accelerating change. Continually seeks ways to expand and grow the business, and encourages employees to do the same.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

Six (6) years of work experience in public works maintenance, construction, and operations work or a related field, including at least two (2) years in a supervisory position. A High School diploma is required; a Bachelor's Degree from an accredited college or university is preferred. Four years of experience can substitute for college years. Bilingual in English/Spanish desirable.

Desirable Experience and Knowledge Base:

- Principles and practices of general administration including analysis, and fiscal planning and control
- Basic knowledge of engineering and construction principles applicable to the planning, design and construction of Authority facilities.
- Laws, rules, ordinances and legislative process' controlling solid waste management functions, programs and operations.
- Cost estimating and contract administration.
- Employee relations' practices.
- Principles of supervision, management and general administration.
- Familiarity with Occupational Safety & Health Standards
- Spreadsheet software and Word Processing software.
- Apply mathematical concepts to measuring materials and costs
- Reads, understands and interprets engineering plans and specifications.
- Basic knowledge of the principles of solid waste facility operations.
- Knowledge of sound customer service practices and procedures.
- Working knowledge of Microsoft Office and CAD.
- Principles of solid waste facility operations.
- Principles of inspection and construction monitoring.
- Soil mechanics and geology.
- Applicable County, State, and Federal laws, codes, and ordinances related to the proper operation of solid waste management and landfill facilities.

- Methods, materials, tools, and equipment used in the repair and maintenance of solid waste management, landfill, and related public works systems.
- Field and laboratory water and soil testing procedures.
- Utilization of computers and computerized information systems.
- Sound customer service practices and procedures.
- Leachate and groundwater system operations and maintenance.
- Operations of office equipment
- Operation of surveying equipment
- Review construction plans and specifications for feasibility and compliance with local, state, and federal regulations.
- Detect discrepancies between approved specifications and actual construction.
- Read, understand, and interpret laws, rules, regulations, and policies, which impact the operation of landfills and associated facilities.
- Identify malfunctions and problems with landfill systems such as leachate control, groundwater control, storm water run-off and related systems.
- Identify and initiate corrective actions for landfill operations, which are not in compliance with applicable laws, contract agreements, or sound operating principles.
- Oversee basic maintenance and repairs of pumps and wells.
- Collect and analyze or transmit samples of soils, groundwater, surface water, and other landfill materials.
- Collect data and assist with the preparation of comprehensive technical reports.
- Effectively represent Authority policies, programs, and services with employees, contractors, representatives of other agencies, and the public.
- Provide minor construction maintenance

SCALEHOUSE OPERATIONS

- Laws, rules and regulations regarding the weighing of vehicles and use of solid waste landfill facilities.
- Budget development and expenditure control.
- Sound customer service practices and procedures.
- Principles of supervision, training and employee evaluation.
- Recordkeeping procedures.
- Cashiering techniques and practices.
- Safe work practices and procedures.
- Operation of computerized scale and fee computation equipment.
- Plan, organize, and supervise the Authority's scale operation.
- Provide supervision, training, and work evaluations for assigned staff.
- Organize and coordinate accounting functions of the Scale Operations.
- Operate computerized scale and fee computation equipment.
- Gather, organize, evaluate, and analyze a variety of information.
- Direct the preparation and prepare a variety of reports.
- Perform a variety of complex customer service assignments.
- Use a computer and software applications.
- Effectively represent Authority policies, programs, and services with employees, the public, and representatives of other agencies.

CERTIFICATES, LICENSES, REGISTRATIONS

- A valid California driver's license is required. Class A is preferred

- Continued possession of a valid California Driver's license and compliance with established Authority vehicle operation standards, including on-going insurability to drive Authority vehicles, are conditions of employment.
- Possession of a SWANA (Solid Waste Association of North America) Recycling or Transfer station Program Manager and Manager of Landfill Operations Certificate.
- Possession of Hazardous Materials Operator 40 hour certification within one year of hire.

OTHER QUALIFICATIONS

Physical Demands - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed both indoors and outdoors in varying temperature, weather and humidity conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision. Employee must be able to wear personal protective equipment including ear and eye protection, respirator. Tyvex or coveralls, gloves, hardhat, rain protection, and steel toe boots.

Work Environment - The work environment includes landfills, convenience stations, transfer stations and household hazardous waste collection facilities with frequent travel between sites. While performing the duties of this job, the employee is occasionally exposed to grease, oils, fumes or airborne chemicals, toxic or caustic chemicals, loud noise levels, moving equipment, electrical current, hazardous waste materials and outdoor weather conditions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description. I further understand that, in order for the Authority to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time.

Employee

Date