



Monterey Regional Waste Management District

Job Description

Position:	Director of Operations	Position Status:	Full Time
FLSA Status:	Exempt	Bargaining Unit:	At-Will
Department:	Administration	Adopted:	
Reports to:	General Manager	Revised:	

DEFINITION

Under general direction from the General Manager, plans, directs, organizes, integrates and provides oversight of District's Materials Recovery Facility (MRF), equipment maintenance, site and facilities maintenance, landfill operations; scales operations, Last Chance Mercantile (LCM) and Household Hazardous Waste (HHW) operations; coordinates solid waste processing operations with engineering staff; directs and manages the development of short and long-term goals and objectives consistent with the Strategic Plan and annual business plan and ensures their effective execution; ensures all assigned operations and functions serve the needs of the District, while complying with applicable laws and regulations; responsible for maximizing the environmental management of resources; provides highly responsible and complex operations support to the General Manager.

DISTINGUISHING CHARACTERISTICS

This position is responsible for coordination, integration and short and long-range planning of a wide variety of functions related to solid waste processing, recycling and diversion programs for the District. Incumbents work at an advanced professional level on complex and specialized solid waste-related operations, recycling activities, facilities, programs, and services, which include formulation and implementation of programs and financial budgets. Within assigned areas of accountability, the incumbent operates with substantial latitude and discretion to achieve effective and efficient utilization of resources in serving the District's mission. Positions at this class level serve as a member of the District's senior management team and provide advice and counsel to the General Manager regarding strategic policy and problem solving issues relating to the assigned Departments and the District overall. A person appointed to the Director of Operations classification is an "at-will" employee.

ESSENTIAL FUNCTIONS:

- Oversee and is responsible for planning and execution of all aspects of solid waste and recycling operations including processing, recycling/diversion, scheduling, expansion and renovation of processing facility, and customer service.
- Oversee logistics, material preparation and export compliance of approximately 250,000 TPY of collected materials and manage all aspects of commodity sales and related contracted services.
- Oversees and is responsible for the planning and execution of all aspects of the operation and maintenance of the District landfill; oversees proper compliance with specifications on the use and development of disposal site, ensures proper operations compliance with health and safety regulations.
- Participates in the development and implementation of goals, objectives, policies, and priorities of the District's operations.

- Plans, organizes, controls, integrates and evaluates the work of assigned departments to ensure services comply with the policies and strategic direction set by the General Manager, Board of Directors and all applicable laws and regulations.
- Recommend and enforce State waste reduction/recycling regulations and other policy issues, including safety policy and procedures.
- Manages the development, revision, and implementation of policies and procedures for District solid waste and recycling/diversion operations.
- Drafts budget for assigned departments.
- Reviews and assesses all program production data; measures program effectiveness; prepares quarterly and annual data reports.
- Assists in the preparation of Requests for Proposal (RFPs) for equipment and services; represents the division in negotiations with vendors and service contractors, and participates in contract administration in disputed contractual matters;
- Prepares staff reports and letters, including reports for presentation to Board of Directors;
- All District positions require the employee to provide good customer service to both internal and external customers, maintain positive and effective working relationships with other District employees, and have regular and reliable attendance and timeliness. Must show cooperation and respect to fellow employees and supervisors at all times.

SUPERVISORY RESPONSIBILITIES

The incumbent in this position provides direct supervision to four (4) employees and has oversight of four (4) District departments and indirect supervision of approximately 64 employees.

DUTIES AND RESPONSIBILITIES

The following duties are typical of this classification and are intended only to describe the various types of work that may be performed, the level of technical complexity of the assignment(s), and are not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement to address business needs and changing business practices.

- Through subordinates: supervises the safe and efficient handling and disposal of solid waste, including household, industrial, infectious, medical, and household hazardous materials; provides oversight ancillary solid waste operations, including equipment maintenance and repair, recycling, and enforcement of refuse disposal laws.
- Coordinates solid waste processing operations with engineering staff to ensure the success of new programs and facilities; analyzes field operations and formulates improvements to ensure compliance with federal and state regulations; performs long-range planning for staffing needs, equipment replacement, and other operational requirements.

- Provide oversight to Last Change Mercantile and HHW program and organics recycling program, including food waste collection, yard waste processing, mulch/compost marketing and other waste reduction processing such as scrap metal, electronic waste, mattresses, and scrap tires.
- Prepares tonnage reports and makes recommendations regarding change in fees.
- Organize and optimize the structure of the assigned departments, adjusting it in accordance with workloads and new/changing functions.
- Maintain contact with various governmental and regulatory agencies, industry related agencies, and represent the District at public and professional organizations functions.
- Selects and trains operations staff; assists management staff in resolving the most difficult operational problems; establishes productive standards and measures staff performance accordingly; prepares annual performance plans, evaluates performance, and reviews performance evaluations prepared by subordinate managers. Collaborates with human resources with disciplinary actions.
- Directly or through subordinates, responds to complaints from District customers by explaining and enforcing applicable laws and regulations; participates in public workshops to explain and generate support for proposed projects and facilities; may address the Board of Directors to answer questions about issues or proposals related to District operations.
- Oversees and participates in the annual review and revision of the District's fee structure; develops strategies and approaches for evaluating fee change alternatives; directs the development and recommends proposed fees; attends and participates in public meetings; oversees the implementation of new fees following board approval.
- Directs and coordinates the preparation of analyses and recommendations regarding policy issues and long-range plans to address District financial needs; advises the General Manager regarding policy issues, programs and projects to meet District and customer needs; advises and assists the General Manager in identifying, articulating and implementing policies, programs and projects.
- Participates in the analysis of proposed legislation and regulation; participates in industry and intergovernmental activities to influence legislative and regulatory change consistent with the District's interests and needs; represents the District as requested or assigned in dealings with stakeholders in the District's service area, and with other industry and governmental agencies and professional organizations.
- Participates in major negotiations with contractors, consultants, vendors and other public agencies.
- Participates in regional, state, national and other professional meetings and conferences to stay abreast of trends and technology related to District operations, particularly in areas of assigned accountability.
- Performs other duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to successfully perform the assigned duties.

Knowledge of: Principles and practices of recycling and diversion program operations, solid waste management and landfill maintenance practices and procedures; local, state and federal regulations pertaining to environmental management of landfills; principles and practices of engineering as applied to service activities; local, state and federal regulations related to public works systems or landfill operations; California Environmental Quality Act (CEQA); principles and practices of budgeting; principles and practices of effective management, supervision, evaluation and training; appropriate safety precautions and procedures; and the principles and practices of exemplary customer service. Proficiency in the use of Microsoft Office suite (Excel, Word, Outlook and PowerPoint) and budgeting software is required.

Ability to: Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals; understand highly regulatory issues (current and proposed) and appropriate permitting for solid waste facilities, recycling operations and programs; negotiate with the best interest of the District; work independently with minimal supervision; manage and evaluate the work of others; prepare clear and concise plans, specifications, and technical reports; interpret and apply applicable federal, state, and local policies, laws, and regulations; present proposals and recommendations clearly, logically and persuasively in public meetings; develop and implement appropriate procedures and controls; exercise sound, expert independent judgment within policy guidelines; develop and administer departmental goals, objectives, and procedures; analyze and assess programs, policies, and operational needs and make appropriate adjustments; make adjustments to standard operating procedures as necessary to improve organizational effectiveness; research, analyze, and evaluate new service delivery methods and techniques; facilitate group participation and consensus building; operate office equipment including computers and supporting word processing, spreadsheet, and database applications; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

Education:

A Bachelor's degree from an accredited college or university with major course work in environmental planning and management; environmental studies; environmental, civil, safety or industrial engineering; solid waste planning or a related field is required. A master's degree in civil, safety or industrial engineering or a related field, is highly desirable.

Experience:

Ten to 15 years of broad and progressively responsible work experience in recycling program operations, transfer station management, or combined and related experiences. A minimum of five years of recent experience in solid waste management and/or in the operation of mixed waste processing facility or a single-stream material recovery facility or operation of a landfill is required. **OR** work experience in a management position with a private or public agency responsible for solid waste management, recycling/diversion or landfill operations to demonstrate knowledge, skills, and abilities to meet the above minimum requirements.

License or Certificate:

Possession of or ability to obtain a certificate of Manager of Landfill Operations (MOLO) issued by the Solid Waste Association of North America (SWANA) is required or obtained within one year of hire date. Possession of valid California driver’s license is required.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and mental 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.

Physical Demands - While performing the duties of this class, employees are regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands - While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex policy and operational problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with Board members, all levels of District management, other elected and appointed governmental officials, consultants, contractors, developers, vendors, employees, media representatives and the public.

Special Demands - Must be able to actively participate in public meetings including giving presentations in person and on camera before the Board of Directors and members of the public. Work environment may regularly expose the incumbent to such conditions as: regular exposure to noise, dust and unpleasant odors; some exposure to fumes, grease, diesel exhaust, oil and hazardous materials; often works around moving vehicles and equipment; constant contact with staff and the public.

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.

ACKNOWLEDGEMENT

I verify that I have received a copy of the job description and I understand the requirements of this position.

Employee Signature

Date

Employee Name – Please Print