

Classification Description



Title: Waste Prevention Outreach Manager
Department: WPES
Job Code: 1510
Pay Grade: 540
FLSA Status: Exempt

Bargaining Unit: Non-Represented
Established: 10/2022
Revised:
EEO Category: Officials and Administrators

CLASSIFICATION DESCRIPTION

This position is responsible for the administration, operational and planning functions of the Recycling Information Center (RIC) and Community Services & Education (CSE) led community collection events. Responsible for the strategic planning of the RIC to meet the needs of stakeholders and the Recycling Modernization Act. Responsible for development of the framework for Metro's community collection events program while working independently.

DISTINGUISHING FEATURES

This is a single unit classification distinguished by the complexity and breadth of assigned responsibilities to include the administrative, operational, and planning functions of a division and/or unit of a department.

DUTIES AND RESPONSIBILITIES

1. Provides supervision to and leads direction of the recycling information center and CSE-led community collection events including support, technical and lead staff positions. Responsibility for or effectively recommends hiring, promoting, transferring, assigning, evaluating performance, initiating salary action, handling grievances, disciplining, and discharging employees.
2. Develops work plans and coordinates daily work and activities of Recycling Information Center and collection services. Makes decisions about priorities and resources and provides technical support for contract management, IS challenges and customer satisfaction. Develops and implements quality standards; evaluates processes and procedures to ensure maximum efficiency and effectiveness of operations.
3. Responsible for the strategic planning of the RIC to meet the needs of stakeholders and the Recycling Modernization Act. Responsible for the development of the framework for Metro's community collection events program. Leads the formulation of strategic direction for work group to meet changing priorities (e.g. Recycling Modernization Act and response to service equity audit).
4. Develops and implements the workgroup's budget; oversees controls to ensure expenditures are within limits authorized through the budget.
5. Develops procedures to ensure efficient operation including during emergency communications.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.

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- Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices, and procedures.
 - Complies with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
 4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Bachelor’s degree in related field and,
- Two years of experience working in community-focused or customer service role and,
- Three years of supervisory experience or,
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Knowledge, Skills and Abilities:

- Knowledge of management theory and supervision best practices and principles.
- Knowledge of principles and practices of public administration including budgeting, public policy, program management, contract management and purchasing.
- Knowledge of regulations, laws, and policies in area of supervision.
- Knowledge of computer software and call center technology.
- Skill in establishing and maintaining effective working relationships with elected officials, senior leadership, external agency staff, community groups and the public.
- Skill in decision making, prioritizing resources, and developing recommendations based on analysis.
- Skill in planning and leadership in developing goals and objectives of program areas.
- Skill in supporting teams and proven experience building and leading teams.
- Ability to organize work, manage time, prioritize tasks effectively and meet deadlines.
- Ability to provide excellent interpersonal and customer service skills.

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- Ability to coach and model culturally responsive education and outreach.
 - Ability to manage, lead, train and motivate staff.
 - Ability to use independent judgement and action and problem-solve.
 - Ability to maintain confidentiality.
 - Ability to perform essential duties and responsibilities.
 - Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
 - Ability to successfully pass the background check and screening requirements if required for the position.
 - Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision is received from assigned Supervisor or Manager.

SUPERVISION EXERCISED

- Full supervisory authority to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline, or to adjust grievances.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- Standard office equipment and call center technology.

WORK ENVIRONMENT

- Work is performed in a standard office environment where work pressures, disturbances of workflow and/or irregularities in the work schedule are expected and occur on an intermittent basis. Changes in the performance environment require occasional upgrading of skills. Minimal physical exertion is generally required. Learned physical skill is required to perform keyboarding and 10-key functions.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.