

**TOWN OF
SHREWSBURY
Position Description**

Position Title: **Program Manager - Solid Waste**

Department: Public Works

Reports To: DPW Business Manager

Date: April 2022

GENERAL SUMMARY:

The Department of Public Works Program Manager - Solid Waste is responsible for the management and oversight of the Town's municipal curbside solid waste and recycling program, performs management of programs that help reduce tonnage of waste and increases awareness of overall recycling requirements to ensure compliance with state and local laws. The position responsibilities include managing all aspects of the solid waste program including contract administration, monitoring the solid waste collection routes within the Town, identify areas in need of outreach, maintain a database for reporting; and provide education to the public.

Works under the general supervision of the Business Division Manager, following department rules, regulations and policies; duties require the ability to plan and perform operations and independently complete assigned tasks according to a prescribed time schedule. Works closely with the Department of Public Works leadership team and administrative staff.

Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in responding to inquiries, particularly in situations not clearly defined by precedent or established procedures.

ESSENTIAL JOB FUNCTIONS:

Essential Job Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform effectively. The position is responsible for all other duties as assigned.

- Participates in the contract process for solid waste, recycling, yard waste and household hazardous waste.
- Participates in formulating the annual and capital budget for Solid Waste & Recycling Enterprise
- Manages the Town's relationship and contracts vendors
- maintains an inventory of Pay as You- Throw (PAY-T) Bags, bulk waste stickers, and recycling bins
- Maintains the billing, account receivable and inventory control system for the the Solid Waste and Recycling program
- Applies for and complies with various grant program requirements
- Conducts outreach and education to improve participation in the municipality's recycling programs
- Develops new programs for residents, school and municipal buildings designed to increase

recycling and waste diversion

- Coordinates administrative staff, volunteers, and others for Solid Waste & Recycling Enterprise
- Provides regular communication of activities and status reports on new and existing municipal recycling efforts and programs, participates in regional, state or national recycling meetings and provides specified reports
- Collects data and creates reports on solid waste management programs and activities, including recycling tonnage, disposal tonnage, solid waste management costs and other data as requested by the municipality and/or the Massachusetts Department of Environmental Protection
- Maintains the associated website and social media sites as necessary
- Evaluates the effectiveness of municipal recycling and waste reduction programs; presents recycling 'rate' and 'diversion' data
- Responsible for processing of related documentation and maintenance of records
- Performs other similar or related duties as required, or as situation dictates

PREPARATION, SKILL, KNOWLEDGE & ABILITIES:

Education and Experience

Bachelor's degree in environmental health or science or closely related field preferred. One- three years' experience in the solid waste or recycling industry in lieu of education will be considered. Experience in a municipal setting preferred; or an equivalent combination of education and experience.

Knowledge, Ability and Skill

Demonstrated understanding of municipal curbside and drop-off recycling and composting programs with experience in Municipal Solid Waste and recycling contracting and program management.

Ability to collect and analyze records and data for municipal solid waste, recycling and related program information and to develop and convey conclusions about the effectiveness of program design and implementation. Experience in making presentations to municipal boards, departments and staff, government agencies, community groups and residents. Strong understanding of the Commonwealth of Massachusetts goals on solid waste management and recycling, and local and state regulations pertaining to them.

Ability to work independently and prioritize tasks. Ability to interact tactfully and appropriately with the general public, other town departments, and government bodies. Ability to accurately work with numbers and maintain detailed records. Ability to maintain confidential information.

Excellent computer, record keeping and administrative skills, including strong writing abilities. Communication, planning and organizational skills. Must have excellent customer service and analytical skills. Must possess a valid Massachusetts driver's license, and own a registered motor vehicle. Proficiency in computer applications including Microsoft Office, Google Suite, and Enterprise Resource Planning software. Munis experience preferred

WORKING CONDITIONS AND PHYSICAL DEMANDS:

Work is performed under busy office conditions, with frequent interaction with the public. The workload is subject to both predicted and unplanned fluctuations; the employee may respond during weather-related emergencies.

- The employee operates standard office equipment.
- Duties require regular contact with other town departments and residents. Contact is in person, by telephone, e-mail, and correspondence.
- The employee has access to confidential information, including personnel records, bid documents, executive session minutes, legal proceedings and prospective land acquisition information.
- Errors in processing information could result in delay or loss of service, monetary loss, and damage to town property and legal repercussions.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**External and internal applicants, as well as position incumbents who become disabled, as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

Approval

Date