



34009 ALVARADO-NILES ROAD
UNION CITY, CA 94587
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RECYCLING AND SOLID WASTE PROGRAM MANAGER

DEFINITION

Under direction of the Deputy City Manager, the Recycling and Solid Waste Program Manager plans, organizes, directs and participates in the administration of multiple integrated solid waste management contracts and programs within the City manager's Office; represents the City and provides staff support for a variety of intergovernmental committees, subcommittees and authorities.

EXAMPLES OF DUTIES

The incumbent shall be expected to perform, at various times, the following functions and duties:

Managing the City's exclusive franchise contract(s) for residential garbage, recycling and organic (i.e., yard and food scrap) waste collection/disposal, commercial garbage collection/disposal, and private-sector contracts for materials transfer and recovery, and long-term disposal.

Administering contracts including developing requests for proposals, overseeing the bidding process, recommending selection of providers, preparing contracts, policy development, negotiation and administration of the contract, reviewing revenue and expenses pertaining to collection and processing agreements, monitoring performance and regulatory conformance, resolving customer service issues, monitoring service providers for compliance with contracted level of service, and other contractual obligations.

Prepares and administers the Recycling & Solid Waste (RSW) Program budgets; manages budgets to ensure appropriate spending and recording of expenditures, including tracking the status of associated RSW Special Funds and RSW Program grants.

Managing the RSW Program's recycling programs including planning, organizing, and implementing programs and projects designed to encourage business, citizen, and public participation in waste reduction, recycling, pollution prevention, and composting, and maximizing efficiency and material recovery.

Managing the RSW Program's public education, marketing and outreach program for RSW Program functions, and preparing, coordinating, implementing, and participating in public events which support RSW Program service objectives.

Establishing and maintaining relationships with the press and other media, and community groups, organizations and agencies, for publicizing, sponsoring and promoting RSW Program programs and events.

Representing the City at the Alameda County Waste Management Authority (ACWMA), including Alameda County Recycling Board and Authority Board meetings and reporting significant issues to the City Manager in a timely manner; participating in County Waste Management Authority Technical Advisory Committee meetings; preparing and making presentations to the ACWMA and Recycling Board as required.

Conducting resident and business surveys related to the RSW Program.

Preparing a variety of data analyses on waste stream quantities and overall program elements, including cost analyses of programs, in conjunction with ACWMA and State programs and mandates.

Providing reports to State and Regional authorities on integrated solid waste program results.

Participating in the development of solid waste, waste reduction, recycling, and pollution prevention policies, which comply with regulatory mandates.

Analyzing proposed regional, state and federal legislation affecting solid waste management.

Recommending revisions of existing programs to meet new/changing needs.

Preparing reports and documents for City Council study sessions and meetings; making presentations to City Council, other boards and commissions, and public groups.

Providing staff-support and/or representing the City with a variety of committees, commissions, community groups, and the general public.

Receiving and responding to customer service requests concerning scope of program, technical information, and service delivery issues.

Developing proposals to obtain county, state, and federal grants; implementing and administering grant programs.

Planning, assigning, supervising, and reviewing the work of professional and/or support staff; participating in the recruitment and selection of RSW Program staff.

Facilitating communication, consensus building and resolving conflicts related to MSR Program projects and policy matters by conferring with, facilitating and conducting meetings with elected and appointed officials, other City departments, members of the public, and neighborhood organizations; participating in developing and conducting citizen involvement/public participation events to explain MSR Program policies, procedures, and proposed regulations and policies; and developing and conducting demonstration projects, workshops and other training events.

Maintaining internal and external customer relations by using tact and diplomacy in all interactions with customers; establishing and maintaining positive and effective working relationships with co-workers and those contacted in the course of the work; and coordinating with departments and outside agencies.

Maintaining attention to detail by prioritizing work and coordinating several activities simultaneously despite interruptions.

Maintaining integrity of work by taking responsibility and accountability for completion of work and customer interactions and maintaining punctuality and attendance at work.

Performing other work as assigned.

CLASS CHARACTERISTICS

The Recycling & Solid Waste Manager performs complex and politically sensitive tasks including functioning as the City's integrated waste program expert. **Appropriate judgment** is essential to this position, as incumbents are expected to use professional judgement and skills in establishing relationships working with regulatory agencies, other cities, franchised service providers, local businesses, and community groups. **Strategic thinking** is also essential to this position, including the ability to see emerging trends and develop strategies to succeed in a changing environment. **Community sensitivity and awareness** are crucial to this position, including gauging community reaction to new fees and programs, and being able to effectively communicate to a very culturally diverse community. **Creativity** is paramount in developing and implementing effective RSW Program marketing and public information programs, preparing grant applications, and developing new programs to increase the level of community recycling and materials re-use.

QUALIFICATIONS

Knowledge Of:

Principles of effective program management in the municipal governance realm; function and organization of Union City departments as well as the programs and services provided; English language mechanics, syntax, grammar and spelling; recycling programs and technologies (including composting, materials transfer and recovery); solid waste programs (including source reduction) and technologies; household hazardous waste programs and technologies; pollution prevention programs and technologies.

Ability To:

- Develop and implement strategic plans, identify emerging trends, and modify plans accordingly.
- Develop and maintain effective working relationships with local, regional, national and online media entities to maximize access on behalf of the City.
- Advocate effectively on behalf of City interests at regional and State regulatory boards and commissions.
- Maintain effective working relationships with City franchised service providers, regional and State regulatory agencies, other cities, and other City departments.
- Work with the City's Communications and Marketing Manager in order to promote general and business community news, information and press releases. Develop and

distribute up-to-date information to the local community using social media outlets, general media contacts and the City website.

- Communicate politically, culturally, and socially sensitive issues persuasively and tactfully; communicate effectively orally and in writing.
- Use interpersonal skills to initiate, establish and maintain effective working relationships with elected officials, neighborhood and community groups, business leaders, city employees and others contacted in the course of municipal business.

Education and Experience

Any combination equivalent to experience and education that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Education requirements include a Bachelor's degree in environmental studies, planning, project management, environmental engineering, public or business administration or a closely related field from an accredited college or university.

Five years of progressively responsible professional level work in municipal recycling and solid waste management programs. Experience working with regulatory agencies is highly desired.

LICENSE

Possession and maintenance of a valid **Class C** California Driver's License with a satisfactory driving record.