



## Program Supervisor

### **BASIC FUNCTION:**

Under the supervision of the Ramsey/Washington Recycling and Energy (R&E) Program Director, this position works to supervise one or more R&E programs.

R&E programs are joint activities of Ramsey and Washington counties that are managed by R&E. These activities involve working with staff and contractors from both counties and R&E to design, implement and coordinate programs while also tracking progress and evaluating effectiveness.

This supervisor position will work to implement and coordinate efforts related to the Recycling & Energy Center and R&E programs in partnership with Ramsey and Washington counties.

### **EXAMPLES OF WORK PERFORMED:**

1. Promote a diverse, culturally competent and respectful workplace.
2. Represent the R&E Board at community, inter-jurisdictional and government functions.
3. Oversee the development, launch, and/or ongoing operations of programs serving Ramsey and Washington counties, including:
  - a. Manage the day-to-day programmatic operations of programs and coordinate the team working on program design, implementation, and evaluation.
  - b. Provide leadership and supervision to R&E staff and staff from Ramsey County and Washington County working on one or more R&E programs.
  - c. Prepare and monitor annual work plans related to programs.
  - d. Manage internal communications with Ramsey County, Washington County, and R&E for key staff, departments and the R&E board.
  - e. Oversee vendor contracts, including the management of existing contracts and the identification and procurement of new vendor needs. Ensure contractual goals are met, vendor deliverables are completed on time and all program data is collected, analyzed and reported as necessary.
  - f. Work with R&E Center staff to coordinate operation of resident-facing program services and ensure collective understanding of program status, including planning, reporting and ongoing evaluation.
  - g. Manage the development, implementation and evaluation of effective strategic program plans, priorities and goals; including communications, outreach, community engagement and internal operations.

- h. Analyze and evaluate existing program policies and procedures, coordinate the development of new or revised policies and procedures and ensure their proper implementation. Lead continuous improvement efforts for the program.
  - i. Collaborate with county and R&E staff and various stakeholders to maintain connections to related activities.
  - j. Collaborate with staff from R&E and both counties to identify opportunities to advance progress on R&E goals.
  - k. Maintain records and files associated with the program area and ensure compliance with the Minnesota Government Data Practices Act.
4. Manage the collection and evaluation of program information and data to assemble a variety of reports, charts or manuals and conduct research on special projects.
  5. Work with the R&E Program Director to develop, manage and evaluate an annual program budget. Assemble data and compile budget estimates; plan and administer budgetary controls; process budget-related paperwork and maintain accounts; monitor department/division payroll and personnel transactions.
  6. Develop and conduct presentations and materials to be used in various meetings and events.

**ESSENTIAL FUNCTIONS:** 1, 2, 3, 4, 5, 6

**SUPERVISORY/MANAGERIAL RESPONSIBILITIES:**

Supervise up to ten staff, including temporary employees and interns, and coordinate the work of county staff assigned to program work. Oversee the management of vendors and partners.

**INTERNAL/EXTERNAL RELATIONSHIPS:**

Regular contact with the R&E Program Director to answer questions, provide information on status of activities, obtain direction and confer on decision-making. Daily to weekly contact with county supervisors, county and R&E staff and R&E vendors to coordinate work, strategize on issues, obtain and provide information and develop approaches to issues. Regular contact with R&E Board members to share information, receive direction and plan projects.

**IMPACT ON SERVICES/OPERATIONS:**

Duties impact the long and short-term economic health and development of the community, county, region and state. Proper performance results in the provision of efficient and effective services to the residents and businesses of Ramsey and Washington counties. Improper performance could result in resident and business confusion, cost overruns and unmet solid waste management diversion goals as set by the State of Minnesota.

**WORK ENVIRONMENT:**

May perform duties through combination of remote and in-person work environments. In-person duties will occur in an office, at the R&E Center, and offsite locations. Work will require sitting, standing, walking, presenting at and attending meetings with various stakeholders.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the basic principles and concepts of planning, policy and budget development and analysis.
- Knowledge of government organization and procedures at the federal, state and local levels.
- Knowledge of government operations and environments, public decision-making processes and policy development.
- Ability to plan, organize, coordinate and supervise the work of others.
- Ability in planning, organizing, and supervising a comprehensive environmental program area.
- Knowledge of evaluation practices and techniques.
- Skill in resolving conflicts and negotiating results.
- Knowledge of and skills in community engagement
- Knowledge of and skills in project management
- Knowledge of the overall mission, organization, policies and procedures, responsibilities and authorities of the R&E Board as well as its statutory mandates and judicial constraints.
- Knowledge of human development and behavior, group dynamics and group process.
- Knowledge of the concepts and practices relevant to the R&E Board.
- Skill in written and oral communication.
- Ability to negotiate and draft contracts.
- Ability to handle problems of a special or confidential nature.
- Knowledge of solid waste and recycling systems, resources and stakeholders.
- Skill in communicating verbally, visually and in writing.
- Skill in establishing effective working relationships with vendors, staff, customers,

consultants, the media, business community and the public.

- Skill in working comfortably and effectively with diverse cultural or ethnic populations.
- Skill in developing cooperation between individuals, groups and public and private organizations.
- Skill in developing and conducting public presentations and in chairing or facilitating meetings.
- Skill in preparing complex written and oral reports.
- Ability to plan, prioritize, manage and exercise independent judgment.
- Ability to manage various projects simultaneously, both directly and indirectly through other staff, and to meet deadlines.
- Ability to function in fluid, ambiguous situations.
- Ability to work within cross-jurisdictional and/or interdepartmental teams to manage and implement complicated work projects.

#### **PREFERRED QUALIFICATIONS:**

**Education:** Bachelor's degree in environmental health, environmental studies, environmental science, public health, the natural sciences, communications, behavioral sciences, business administration, public administration or a closely related field.

**Experience:** Five years of experience in public sector service delivery, preferably related to waste management, one of the preferred fields above, or a related field. At least two years of experience supervising staff, which can be part of the five years of public sector experience, or at least two years of private sector supervisory experience in addition to the five years of public sector experience.

**Substitution:** A Master's degree in any of the above fields may be substituted for two years of the required non-supervisory experience.

#### **MINIMUM QUALIFICATIONS:**

**Education:** High School Diploma, GED or equivalent

**Experience:** At least eight years of highly applicable service delivery experience, preferably in the public sector, with at least four years as a supervisor.