



Operations Manager

BASIC FUNCTION:

The Operations Manager provides technical, administrative and operational support for the R&E Center. Under the supervision of the Facility Director, the Operations Manager oversees and directs the work of staff and contractors to ensure the safe and efficient operation and maintenance of the R&E Center; participates in the development and administration of the Facility Budgets and planning; and is responsible for the overall operation of the Facility in the absence of the Facility Director.

EXAMPLES OF WORK PERFORMED:

1. Promote a diverse, culturally competent and respectful workplace.
2. Lead effort to recommend, monitor, develop and update R&E Center standard operating policies and procedures.
3. Work with the Facility Director to develop R&E Center operations schedules to meet operational and contractual requirements.
4. Assist with the day-to-day supervision of plant supervisors.
5. Work with the Facility Director and staff in the preparation and submittal of the annual operations budget.
6. Supervise the performance and activities of contractors involved in the operation of the facility.
7. Assist the Facility Director in the preparation of operating and capital budgets, and in the overall processing, operations and maintenance schedule for the facility.
8. As assigned, participate in the selection of consultants/contractors for R&E Center maintenance, operations and capital projects.
9. Work with Safety Coordinator to ensure facility staff and supervisors adhere to safety standards and address any failure to meet those standards.
10. Compile environmental data, develop and submit reports to the counties and the Minnesota Pollution Control Agency (MPCA) to keep the R&E Center in compliance with regulations. Renew licenses and permits as needed.
11. Manages and directs work for the following positions: Transportation Manager, Supply Chain Coordinator
12. Ensure proper reporting and disposal of hazardous waste.

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14. Process storm water samples quarterly and ship to vendor for testing. Report findings to the MPCA.
15. Act as primary liaison for contracted service providers for cameras, uniforms, janitorial, lawn/snow service, pest control, etc., to ensure effective servicing and maintenance that support facility operations.
16. Act as back-up for the Transportation Manager.
17. Make operational decisions in the absence of the Facility Director.
18. May make presentations to, or answer questions from, the R&E Board in the absence of the Facility Director.
19. Perform other duties as assigned by the Facility Director.

(The work assigned to a position in this classification may not include all possible tasks in this work and does not limit the assignment of any additional tasks in this classification. Regular attendance according to the position's management approved work schedule is required.)

ESSENTIAL FUNCTIONS: 1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

Position manages and directs work for the following positions: Transportation Manager, Supply Chain Coordinator. Position indirectly manages and directs the work of up to 10 non-union supervisors. Position also interacts with and provides oversight to R&E Center union staff, contractors, and consultants.

INTERNAL/EXTERNAL RELATIONSHIPS:

Frequent contact with Facility Director and Executive Director to answer questions, provide information on status of activities, obtain policy direction, and confer on decision making. Daily contact with direct reports and plant supervisors to ensure management of the R&E Center to coordinate work, strategize on issues, resolve conflicts, obtain and provide information, communicate expectations and resolve problems, and develop approaches to issues. Regular contact and communication with R&E management and executive teams to provide information, answer questions, resolve issues, and share R&E implementation of programs and projects. Daily to weekly contact with contractors, vendors and other R&E staff. Occasional contact with state, federal, and local officials.

IMPACT ON SERVICES/OPERATIONS:

Duties impact long and short-term economic health and development of the community, county, region, and the state and R&E's mission. Proper performance results in the provision of efficient and effective solid waste management services to the residents and businesses of Ramsey and Washington counties. Proper performance will contribute to the safe and efficient operation of the R&E Center.

Improper performance could result in a substantial cost to the R&E Center as a result of errors made in contract agreements and rate calculations, causing deficits or excesses in the operating budget. Improper work performance could also result in a decline in staff and contractor safety.

WORK ENVIRONMENT:

Incumbent performs a majority of duties in a standard office environment and in the production areas of the R&E Center, including sitting and walking at will, sitting/walking for long periods, walking on uneven terrain, working in extreme hot or cold temperatures, working with or near chemicals, working near fumes, odors, dust and dirt, working in a noisy environment, wearing protective clothing or equipment, pushing/pulling objects, crouching/kneeling, bending at the waist, reaching, and handling/grasping/fingering objects. Incumbent may be exposed to potentially hazardous materials.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles and practices of management, and experience in the supervision of staff.
- Knowledge of solid waste resource recovery planning, and engineering concepts and practices.
- Knowledge of accepted standards, principles and practices as applied or related to the operation and maintenance of a solid waste resource recovery facility.
- Knowledge of OSHA regulations.
- Knowledge of public decision-making processes and policy development.
- Knowledge of finance, capital and operations budgeting, and the ability to oversee the facility budget.
- Knowledge of the specific laws, policies, and procedures related to managing and directing a refuse derived fuel facility.
- Skill in establishing effective working relationships with vendors, staff, elected boards, unions, customers, regulatory agencies, consultants, the media, business community and the public.
- Skill in analyzing operational needs and developing solutions to meet those needs.
- Skill in analyzing technical information and preparing options for consideration.
- Skill in Microsoft Office programs.
- Ability to effectively communicate, both orally and in writing.
- Ability to plan, prioritize, manage, and exercise independent judgement.
- 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 engineering, business or public administration, operations management, environmental health or science, or a related field.

Experience: Experience in a union environment. Experience in waste management. Experience in an industrial setting. Five (5) years or more of progressive responsibility in operational management with some experience in employee management and supervision, consultants/contractors oversight and direction, and managing operating budgets and capital projects.

Substitution: A master's degree in one of the identified fields may be substituted for two years of the required experience.

MINIMUM QUALIFICATIONS:

Education: High school diploma or equivalent.

Experience: A combination of post-secondary education and operational management experience equaling at least six (6) years.

Licensure: A valid Class D driver's license is required.