



City of Tempe

MUNICIPAL UTILITIES PROGRAM COORDINATOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	547	<i>Department / Division:</i>	Municipal Utilities
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr. Management Assistant
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	Yes
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives general direction from the Water Resources Manager or Field Operations Manager - Solid Waste, depending on area of assignment.
Exercises supervision and direction to assigned staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three (3) years of program management and development experience, including one (1) year of supervisory or lead experience. Public outreach/education is preferred.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major course work in public administration, business administration, environmental management or a degree related to the core functions of this position.
<i>License / Certification:</i>	Possession of a valid driver's license. <u>When assigned to Solid Waste – Recycling:</u> Possession of, or required to obtain within six (6) months of hire date, a SWANA Recycling Certification.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of complex and highly responsible professional administrative duties involved in the study, planning, development and implementation of systems, programs, policies, procedures and practices. Develop, coordinate, monitor, evaluate and implement programs in order to increase public awareness, involvement and

participation. Educate the public on various programs to include proper recycling, green waste recycling, and composting; water resources, water conservation, and commercial business retention from an economic perspective as an integral part of the city's municipal utilities function; and evaluates operations and activities in assigned area of responsibility.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform a variety of complex and highly responsible professional administrative duties involved in the study, planning, development and implementation of systems, programs, policies, procedures and practices;
- Develop, implement, coordinate and evaluate marketing and promotion programs to increase public awareness, involvement and participation;
- Perform research to analyze and evaluate the efficiency and effectiveness of programs, procedures, and resources; make recommendations and assist with the implementation of improvements in programs and procedures as needed; perform special administrative projects and research to evaluate feasibility of implementing new programs;
- Organize and conduct school awareness programs, including classroom presentations;
- Develop and maintain relationships with a variety of community organizations, businesses and public schools to promote city incentive programs;
- Explore and implement recognition and reward programs for sustainable business practices;
- Design, create and prepare various educational materials such as graphic presentations, brochures, flyers, calendar of events, newsletters, websites and other publications related to programs in area of assignment;
- Develop a collaborative system that encourages cross-functional cooperation and focuses on implementing programs to meet identified timelines;
- Make presentations to city staff, the public, schools, community groups/organizations and/or businesses, to provide information relating to programs in area of assignment;
- Prepare cost estimates for annual budget recommendations and submit justification for budget items; monitor and control expenditures; advise managers and other administrative personnel on budget problems, policies, and procedures;
- Produce monthly, quarterly, semi-annual, annual reports, brochures, ads, presentations and other related publications for internal and external use;
- Coordinate grant writing and applications, awards, and special recognition entries for program area;
- Select, train, motivate, track, assign, and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies;
- Provide pro-active performance planning utilizing performance management tools.
- Review organizational goals and objectives; establish and discuss job duties and performance expectations; set performance goals;
- Recommend and implement goals and objectives for special programs, projects and systems;

- Communicate the goals and objectives of the program to the public and City staff; assist in the development, production and distribution of program publicity materials; participate in fairs, open houses and exhibits.
- Respond to requests and inquiries from the general public and other city departments; investigate complaints and recommend corrective action as necessary for resolution;
- Prepare complex, concise, clear, and accurate written and oral reports for management and City Council;
- Represent the city on local and regional committees, organizations and task forces;
- Perform related duties as assigned.

When assigned to Solid Waste – Alley Maintenance Program:

- Maintain the Solid Waste Code Enforcement efforts;
- Develop and maintain alley improvement plan;
- Work with police and code enforcement for connectivity and consistencies;
- Schedule and attend outside meetings; neighborhood associations, and other community associations
- Help mediate and correct issues with customers;
- Educate on alley maintenance program and code enforcement
- Communicate program goals internally and externally;
- Develop and sustain a budget and accounting for all operations within the section;
- Oversee maintenance process for equipment assigned to section;
- Utilize Solid Waste Inspectors to perform solid waste audits, report and streamline findings;
- Support diversion and contamination goals.

When assigned to Solid Waste - Commercial Business Retention:

- Develop promote and implement a Solid Waste disposal program designed to increase the number of commercial customers;
- Market services to potential and existing commercial refuse customers;
- Build and maintain update master list and data on service needs and fees for commercial accounts including type of service, capacity, collection frequency, days of service, location and access;
- Serve as the primary point of contact for commercial refuse customers;
- Help mediate any unresolved issue arising between City staff and commercial refuse accounts;
- Stay abreast of and adhere to Federal, State and local regulations;
- Research and analyze private solid waste hauler’s business practices;
- Research and analyze solid waste industry standards.

When assigned to Solid Waste – Diversion and Processing:

- Operate and maintain collection processing centers for trash, recycling, green organics, inert materials and household hazardous waste;

- Ensure all local, state and federal regulations are adhered to at all times;
- Develop and sustain a budget and accounting for all operations and processing with section;
- Search and apply for grants related to current and future operations/initiatives;
- Oversee maintenance process of all equipment assigned to area;
- Develop and oversee the process for equipment purchases;
- Coordinate and oversee special events;
- Support diversion and contamination goals.

When assigned to Solid Waste – Recycling:

- Develop, coordinate, monitor, evaluate and implement recycling, reuse and diversion programs in order to increase public awareness, involvement and participation.
- Monitor and evaluate existing residential, commercial and special event recycling programs and make recommendations for educational and service improvement; identify and implement new diversion programs and zero waste initiatives;
- Schedule and conduct tours of local transfer stations, landfills or other facilities;
- Create, develop and implement green organic program to include food waste recycling outreach programs to residents, schools and businesses;
- Perform waste audits/assessments and recommend service levels for waste and recycling;
- Conduct and participate in residential waste characterization studies and provide written reports of findings and recommendations;
- Track recycling revenue; compile statistics for programs on recycling tonnage reports; analyze data for accuracies and trends; analyze monthly reports on outreach activities and maintain a calendar of reporting deadlines;
- Organize and coordinate the city's participation in special events and recycling celebrations;
- Partner with other municipalities and local partners concerning disposable materials.
- Support diversion and contamination goals.

When assigned to Water Conservation:

- Assist in the planning and implementation of water conservation programs for City facilities; participate in the planning and implementation of multifamily residential water conservation program; assist in the implementation of the Industrial Conservation Program.
- Monitor and enforce Water Conservation Ordinances; review landscape and construction plans to ensure consistency and compliance with Federal, State and local regulations; review plumbing and landscape rebate applications.
- Assist customers with water review and water management issues; distribute water conservation literature.
- Organize and schedule xeriscape classes; assist with the public viewing of the Xeriscape Demonstration Garden.
- Coordinate the distribution of plumbing retrofit kits; organize and schedule class presentations for Kindergarten through sixth grades; make presentations on water conservation to civic groups;

- Maintain water use data and statistics; provide information and reports as required.

When assigned to Water Resources:

- Coordinate and serve Tempe’s commercial, industrial, and educational customers with water related issues including: water conservation, sustainable business practices; water and wastewater rates and billing issues; customer service; planning for growth; alternative service delivery models; public-private partnerships and research; and other business related issues.
- Coordinate technical support and assistance to business customers related to water use and conservation, compliance assistance, and green business practices;
- Serve as the primary point of contact for business customers applying for and receiving grant or rebate assistance in water conservation programs;
- Review industrial and commercial billing concerns and inquiries and facilitate resolution of rate and billing-related issues; assist in the calculation procedures for industrial and commercial water and wastewater rates;
- Support water utility management initiatives such as cost of service, rate design and water demand studies, and communicate information to water business customers;
- Help mediate any unresolved issue arising between City staff and water utility business customers.
- Conduct water utility surveys and analyses for commercial, industrial, and educational water utility customers.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Lift heavy objects up to 20 lbs.;
- Move heavy objects (i.e. 95-gallon recycling containers);
- Operate city vehicles;
- Climb stairways, ladders and work on elevated structures;
- Work in a stationary position (at desk or at computer) for considerable periods of time;
- Operate computers, calculators and other modern office machines;
- Extensive reading and close vision work;
- Work out-of-doors in inclement weather;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- Exposure to hazards of electrical shock, falls, noise, equipment operations, etc.;
- Exposure to blood and airborne pathogens; bodily fluids, etc.;
- Exposure to chemicals, petroleum products, cleaning agents, fumes, etc.;
- May require working extended hours;
- May work alone for extended periods of time (at the office);
- May require evening and weekend work.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective July 2016 (new classification; replaces Water Conservative Coord & Recycling Coord)</i> <i>Revised May 2018 (update min quals & job duties)</i> <i>Revised July 2018 (update min quals & added When assigned to Solid Waste - Diversion & Recycling)</i> <i>Revised November 2018 (added When assigned to Alley Maint Program)</i> <i>Revised July 2019 (Reorg from PW – update job title and moved to Municipal Util Dept)</i> <i>Revised February 2022 (new benchmark)</i> <i>Revised May 2022 (update min quals)</i></p>