
Castro Valley Sanitary District

POLICIES AND PROCEDURES MANUAL

POLICY TITLE: Job Description – Zero Waste Supervisor
POLICY NUMBER: 2395

2395.1 Definition. Plans, organizes and provides direction and oversight to and personally performs professional level work in support of all Castro Valley Sanitary District (CVSan) solid waste management, collection, processing, and disposal services; creates, directs, and coordinates programs that will efficiently and economically reduce the generation of solid waste and actively divert solid waste from landfill disposal to meet local, state and federal regulations; manages contracted waste management employees including administering the current franchised contract for solid waste collection, transfer, process, and disposal services; provides assistance to CVSan management staff in areas of expertise; performs related work as assigned.

2395.2 Supervision Received and Exercised. Administrative direction is given by the General Manager. Direct supervision is provided to Zero Waste Department staff, contractual staff, and administrative support staff including interns and/or volunteers.

2395.3 Class Characteristics. The Zero Waste Supervisor oversees day-to-day operations and participates in all CVSan activities required to coordinate solid waste and collection services, programs, events, and grants. This class is distinguished from the Zero Waste Specialist in that the Zero Waste Supervisor has contract management responsibilities such as overseeing contracted waste management staff, administering the franchised contract, as well as researching future contracting opportunities. This classification requires a high degree of knowledge and practical understanding of coordinating solid waste management programs and contracts. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives.

2395.4 Essential Job Functions:

2395.4.1 Develop and direct the implementation of goals, District Performance Indicators, objectives, policies, procedures, and work standards for the program; administers significant budget areas for the Zero Waste program.

2395.4.2 Create, plan, and oversee sustainable garbage, recycling and organics programs for single family, multi-family, residential, commercial, and schools to meet state and county-wide mandatory recycling ordinance requirements.

2395.4.3 Oversee the development and participate in special events to divert hazardous and reusable goods away from landfill.

2395.4.4 Act as Zero Waste Department Head including, but not limited to, plan and coordinate department meetings and providing technical expertise.

- 2395.4.5** Oversee the development and participate in special events to divert hazardous and reusable goods away from landfill.
- 2395.4.6** Administer significant budget areas for the Development. Create, propose, track the budget, and cost accounting; review and approve department spending.
- 2395.4.7** Oversee and analyze current waste prevention, recycling and hazardous materials disposal programs; review and recommend policy and procedural improvements; implement such changes after management and CVSan Board of Director's (Board) approval.
- 2395.4.8** Plan, organize, administer, review, and evaluate the work of the Zero Waste Department staff and administrative support staff such as interns and volunteers; train staff in work procedures.
- 2395.4.9** Prepare, update, and submit reports in a timely manner to the General Manager, Board, and various regulatory agencies.
- 2395.4.10** Represent CVSan in meetings with governmental and regulatory agencies, contractors, business and professional organizations, and the public
- 2395.4.11** Manage CVSan's franchised collection/disposal agreements for single family and multi-family residential, commercial, and schools garbage, recycling and organics, construction and demolition, hazardous wastes, and bulky goods collection.
- 2395.4.12** Prepare annual franchised contract and rate amendments; track pass-through government fees; utilize the Refuse Rate Index; notify the public and prepare related documents for public hearings.
- 2395.4.13** Act as Contract Administrator to monitor performance and regulatory compliance, contracted level of service, and other contractual obligations of the contracted waste management service, and resolve customer service issues.
- 2395.4.14** Author and oversee press releases, social media, calendar, annual report, newsletters, and the CVSan website.
- 2395.4.15** Prepare Requests for Proposal for solid waste collection and disposal services, analyze bids submitted and make recommendations for approval; oversee request for proposals and request for quotes from vendors and approve recommendations.
- 2395.4.16** Research grant funding opportunities, prepare grant requests, and administer grants after approval.
- 2395.4.17** Direct and participate in the development and dissemination of educational and informational materials regarding the solid waste programs and projects.
- 2395.4.18** Track proposed legislature and monitor changes in laws, regulations, and technology that may affect departmental operations; recommends policy and procedural changes as required.

2395.4.19 Perform inspections of various commercial and large public agency recycling equipment and procedures to ensure their compliance with CVSan requirements.

2395.4.20 CVSan code officer, enforcement officer, and inspector; make recommendations to update and revise the CVSan Code.

2395.4.21 Oversee and/or maintain accurate records and files related to the activities of the Zero Waste Department.

2395.5 Essential Cognitive Job Functions:

2395.5.1 Ability to comprehend and follow instructions

2395.5.1.1. Ability to maintain attention and concentration for necessary periods.

2395.5.1.2. Ability to understand written or oral instructions.

2395.5.1.3. Ability to do work requiring set limits, tolerances, or standards.

2395.5.2 Ability to perform simple and repetitive tasks:

2395.5.2.1. Ability to ask appropriate questions and request assistance.

2395.5.2.2. Ability to perform activities of a routine and applicable nature.

2395.5.2.3. Ability to remember locations and work procedures.

2395.5.3 Ability to maintain a work pace appropriate to a given workload:

2395.5.3.1. Ability to perform activities within a schedule, maintains regular attendance, and be punctual.

2395.5.3.2. Ability to complete a normal work day and/or work week and perform at a consistent pace.

2395.5.4 Ability to perform complex and varied tasks:

2395.5.4.1. Ability to synthesize, coordinate, and analyze data.

2395.5.4.2. Ability to perform jobs requiring precise attainment of limits, tolerances, or standards.

2395.5.4.3. Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

2395.5.5 Ability to relate to other people beyond giving and receiving instructions:

2395.5.5.1. Ability to get along with co-workers and peers.

2395.5.5.2. Ability to perform work activities requiring negotiating with, explaining, or persuading.

2395.5.5.3. Ability to respond appropriately to evaluation or criticism.

2395.5.6 Ability to influence people:

2395.5.6.1. Ability to convince or direct others.

2395.5.6.2. Ability to understand the meaning of words and to use them appropriately and effectively.

2395.5.6.3. Ability to interact appropriately with people.

2395.5.7 Ability to make generalizations, evaluations, or decisions without immediate supervision:

2395.5.7.1. Ability to recognize potential hazards and follow appropriate precautions.

2395.5.7.2. Ability to understand and remember detailed instructions.

2395.5.7.3. Ability to make independent decisions or judgments based on appropriate information.

2395.5.7.4. Ability to set realistic goals or make plans independently of others.

2395.5.8 Ability to accept and carry out responsibility for direction, control, and planning:

2395.5.8.1. Ability to set realistic goals or make plans independently of others.

2395.5.8.2. Ability to negotiate with, instruct, and supervise people.

2395.5.8.3. Ability to respond appropriately to changes in work conditions.

2395.5.9 Non-Essential Job Functions:

2395.5.9.1. Act as General Manager on a relief or as assigned basis.

2395.5.9.2. Lead Board and public meetings as needed.

2395.5.9.3. Environmentally preferable purchasing policy.

2395.5.9.4. Facilities maintenance.

2395.6 Qualifications. Knowledge of:

2395.6.1 Principles and practices of solid waste collection, recycling, and disposal.

- 2395.6.2** Economic aspects and sources of marketing related to recycled materials.
- 2395.6.3** Administrative principles and practices, including goal setting, program development, and supervision of staff.
- 2395.6.4** Principles and practices of public agency contract preparation, negotiation, and administration.
- 2395.6.5** Techniques for the effective development and dissemination of educational, informational, marketing, and media materials.
- 2395.6.6** Applicable laws, codes, and regulations.
- 2395.6.7** Principles and practices of public agency budget development, administration, and accountability.
- 2395.6.8** Computer applications related to the work, including word processing, spreadsheet, and database applications.
- 2395.6.9** Techniques for providing a high level of customer service to public and CVSan staff, in person and over the telephone.

2395.7 Skill to:

- 2395.7.1** Plan, organize, and personally participate in a comprehensive solid waste recycling program.
- 2395.7.2** Develop effective educational, informational and media projects and materials to market and improve CVSan's solid waste recycling program.
- 2395.7.3** Select, motivate, supervise, and evaluate the work of staff, including interns, and volunteers.
- 2395.7.4** Provide for the training of technical, office support, and/or volunteer staff.
- 2395.7.5** Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the program.
- 2395.7.6** Prepare, interpret, explain, and administer complex laws, regulations, policies, and procedures.
- 2395.7.7** Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- 2395.7.8** Use tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines.
- 2395.7.9** Work in a team atmosphere and participate in a variety of CVSan-wide committees to enhance the provision of all CVSan services.
- 2395.7.10** Establish and maintain effective working relationships with those contacted in the course of the work.

2395.7.11 Speak in public and engage the audience.

2395.8 Education and Experience: Graduation from a four (4) year college or university with major course work in environmental studies, business or public administration, natural science or a field related to the work, and seven (7) years of experience in developing and implementing solid waste recycling programs, managing contracts, or a field providing the required knowledge and skills, preferably in a public agency setting. Experience in an educational or communications setting in highly desirable.

2395.9 Interpersonal Effectiveness. Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude, and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; provide recognition and encouragement.

License and Certification: Must possess a valid California Class C driver's license and have a satisfactory driving record. Must possess or obtain Cardiopulmonary Resuscitation, AED, and First Aid certificates within a time period specified by CVSan. Must register with the Department of Justice Livescan fingerprinting program.

2395.10 Other Requirements: Willingness and ability to work scheduled and emergency overtime; attend meetings, workshops, and seminars during work and non-work hours as assigned.

2395.11 Physical Requirements. Be able to possess mobility to work in a standard office setting and to operate standard office equipment, including a computer and calculator; interpret printed materials and a computer screen; mobility to inspect various solid waste collection sites and communicate with people in person, before groups, and over the telephone. Maintain static postures for extended periods of time; frequent repetitive use of hands and arms including grasping; occasionally bend, stoop, stretch and reach; and have strength and stamina to safely transport up to thirty (30) pounds.

2395.12 Work Environment. Primarily indoors in a climate controlled environment working around computer monitors; however, there may be occasional outside exposure to inclement weather with dust, noise, fumes, odors, hazardous materials or heavy equipment.; works with and around others, or alone.

This description reflects CVSan's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.

Employee Signature

Date

Employer Signature

*** END OF POLICY ***