

# DELAWARE SOLID WASTE AUTHORITY



## JOB OVERVIEW

**TITLE:** CHIEF OF BUSINESS AND GOVERNMENTAL SERVICES

**REPORTS TO:** CHIEF OPERATING OFFICER

**JOB CLASS:** EXEMPT

**LOCATION:** STATEWIDE

**PURPOSE:** This position is responsible for establishing and maintaining customer, governmental and public relations which includes developing and maintaining customer base, developing and updating short-term and long-range plans required by statute and legislative directions, provide assessments regarding revenue sources and business opportunities, and track pending federal and state legislation / regulations affecting DSWA. Also serves as a representative of DSWA in dealings with Federal, State, County and local elected officials and the general public.

## JOB DUTIES

### ESSENTIAL TASKS:

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Develops, implements, and manages short- and long-term business policies and procedures that affect all aspects of DSWA revenue streams.
- Represents DSWA in all dealings with federal, state and local government agencies including all state legislative task forces, committees, hearings and councils.
- Provides liaison services between DSWA customers, civic groups, and the general public and government officials.
- Manages and oversees all aspects of Public Outreach and Education, including interaction with media outlets. This also includes overseeing the management of the DSWA Environmental Education Building and preparation of DSWA Annual Report.
- Manages and oversees all aspects of DSWA Recycling Programs, including the Delaware Recycling Center.
- Manages and oversees all aspects of DSWA Compliance Division, which includes development and enforcement of DSWA Regulations.
- Develops and manages customer service program with all licensed haulers, including all the contracts that provide the main source of DSWA revenue.
- Develops, manages, and implements DSWA Statewide Solid Waste Management Plan.

- Provides research and support for DSWA property acquisitions and management. Manages all dealings and interactions with DSWA contact vendors and business partners (Re-Community, Revolution Recovery, Waste Management, Allied Republic, EcoVanta, etc.).
- Develops and manages budgets for programs.
- Attends conferences and informative events to provide information to DSWA.
- Conducts public workshops, hearings, community meetings to inform the public.
- Performs other duties as assigned.

## QUALIFICATIONS

### EDUCATION, EXPERIENCE, AND SKILLS:

Graduation from an accredited college or university with a bachelor's degree and 10 years of experience. Possession of a master's degree is preferred.

Knowledge of all aspects, projects and departments of DSWA. Knowledge of all aspects of waste management practices, hauling operations, technologies, post collection facilities, recycling operations, and business models in Delaware. Knowledge of the geographic, demographic, social and economic make up of Delaware. Knowledge of Delaware Law, regulations and permit conditions pertaining to all aspects of waste management. Ability to communicate effectively and diplomatically to government agencies, elected officials, customers and the general public. Ability to respond professionally and accurately to questions and challenges presented by media, general public and elected officials. Ability to effectively manage people and programs. Ability to develop and implement new programs designed to meet the needs of the organization and the general public.

### Physical Requirements:

This position requires standing and sitting.

This position requires no lifting requirements.

The position has no special vision requirements.

Position risks exposure to indoor environment.

**SIGNATURES**

*I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.*

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**SUPERVISOR**

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**DATE**

*I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.*

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**HUMAN RESOURCES**

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**DATE**

*I have read this description and understand the major responsibilities, requirements, and duties of this position.*

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**EMPLOYEE**

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**DATE**

*Delaware Solid Waste Authority is an equal opportunity employer committed to achieving excellence and strength through diversity. The Authority seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires the Authority to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.*