

DELAWARE SOLID WASTE AUTHORITY

JOB DESCRIPTION

JANUARY 2, 2013

TITLE: CHIEF OF BUSINESS AND GOVERNMENTAL SERVICES

REPORTS TO: CHIEF OPERATING OFFICER

JOB CLASS: EXEMPT

LOCATION: STATEWIDE

PURPOSE:

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:

- \* Responsible for short term and long term planning including updating and revising DSWA's Statewide Solid Waste Management Plan, recycling plan and other plans involving DSWA activities
- \* Responsible for updating the DSWA Regulations and for their enforcement, which includes managing the Compliance Group and the Licensing of Solid Waste Collectors.
- \* Responsible for tracking applicable state and federal legislation and regulations and prepare assessments of impact on DSWA operations
- \* Develop, implement and manage an effective customer service program
- \* Provide liaison services between DSWA customers, civic groups, the general public and governmental officials regarding DSWA programs and facilities
- \* Conduct public workshops, public hearings, community meetings, hauler meetings, etc. dealing with DSWA Regulations, Statewide Solid Waste Management Plan, Recycling Plan, DSWA policies and procedures, Discount

Disposal Agreements and other topics deemed necessary by executive management.

- \* Represent DSWA on governmental boards, councils or legislative task force to represent the best interest of DSWA and DSWA executive management.
  - \* Directs the management of the statewide Recycle Delaware Program and administration of applicable contracts.
  - \* Assists in the development of short range and long-range business strategies.
  - \* Assist and support DSWA management in dealings with the legislature and political constituents
  - \* Manage the Discount Disposal Fee Program
  - \* Provide research and support for property acquisitions and property management. Negotiate with landowners on lease and purchases. Coordinate with legal counsel on property transactions.
  - \* Preparation of DSWA's Annual Report
  - \* Manage Public Education and Outreach Program
- Supervise staff to carry out specified purposes and duties
- Develop budget plans and manage budgets for programs
- Prepare information for special projects upon request

#### QUALIFICATIONS:

A bachelor's degree from an accredited college or university in business, public or business administration or management, with at least ten (10) years experience that shall have provided the knowledge, skills and abilities to perform indicated examples of duties including four (4) years of supervisory experience.

Training, knowledge and experience with applicable computer software, including spreadsheet software, windows, data-base and other general system programs.

Oral and written communication skill, and interpersonal skills are required and essential to the position.

- \* Denotes essential functions of the job