

DEPARTMENT:	SUPERVISED BY:	FLSA STATUS:
Operations (Treatment)	Operations Manager	Exempt

JOB SUMMARY:

The Regulatory Compliance Manager (Manager) manages the accredited laboratory and administers the regulatory compliance, industrial pretreatment, and FOG programs within a multi-jurisdictional framework, in compliance with all applicable local, state, and federal regulations and permit requirements. The Manager participates in regulatory affairs, researching, evaluating, recommending and contributing to policy and program development for emerging environmental and regulatory issues. Plans, develops, and implements policies and programs for monitoring, evaluating, and managing municipal and industrial wastewater. Develops goals and strategies, coordinates interactions with business and intergovernmental partners and regulatory agencies, and collaborates with department directors and managers to ensure operations and projects comply with policies and regulations; develops and maintains processes and systems to ensure permit compliance, including preparing and submitting annual reports.

DISTINGUISHING FEATURES:

This is an exempt-level supervisory position and not part of a series. The Manager plans, assigns, coordinates, and reviews the workload of the Laboratory Coordinator. The employee works independently, exercising significant discretion and professional judgment under the general supervision of the Operations Manager. Responsibilities are broad in scope, allow for discretion in carrying out the mission and goals of the organizational unit, and are evaluated in terms of overall program effectiveness.

MINIMUM QUALIFICATIONS:

Demonstrated knowledge of:

- Relevant local, state, and federal permits, laws, statutes and regulations.
- Principles, practices, and processes of municipal and industrial wastewater pretreatment.
- Contemporary, advanced principles and practices of analytical chemistry, including instrumentation and computerization.
- Basic principles and practices of biology, microbiology, and environmental science.
- Mathematics and statistical analysis.
- Standard laboratory procedures, methods and techniques used in the sampling, examination, and testing of water and wastewater, environmental, and industrial samples.
- Laboratory safety procedures, including management of chemical and biological hazards.
- Operation and capabilities of laboratory equipment.
- Procedures of laboratory quality assurance and quality control programs.
- Supervisory and management principles and practices, including coaching and teambuilding.
- Principles, practices, and processes pertinent to the operation of a secondary activated sludge wastewater treatment plant and related facilities.
- NPDES permit processes, monitoring and compliance.
- Occupational health and safety hazards associated with the work.

Skill in:

- Problem solving and decision making.

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- Planning, organizing, directing, and reviewing the work of others.
- Supervising, training, and motivating staff and ensuring the fair and consistent application of behavioral and performance standards.
- Understanding, interpreting, analyzing, and projecting impacts of complex environmental laws, regulations, permits, and standards.
- Proficient use of computers, mobile devices, computer software and applications, including Microsoft Office Suite, Microsoft Project, Esri GIS, maintenance management systems, pretreatment applications, and document collaboration, Bluebeam Revu preferred.

Ability to:

- Analyze problems, project consequences, draw logical conclusions, identify alternatives, make recommendations and implement an effective course of action.
- Work cooperatively with others, both as a leader and as a member of a service-oriented team.
- Develop, define, and implement goals and action plans to achieve short- and long-term results.
- Define and develop work plans and identify and communicate staffing and resource needs.
- Listen, understand the scope of, and analyze problems; identify alternative solutions; project the consequences of proposed actions; and implement recommendations in support of goals.
- Effectively communicate, both orally and in writing, in a clear and concise manner, present information persuasively in public settings; use standard business English.
- Analyze and present data, preparing thorough, accurate, clear, and concise reports.
- Collaborate and effectively communicate with diverse audiences with varying levels of technical sophistication, including the public, stakeholders, consultants and regulators.
- Recognize and respond appropriately and quickly to problems, apply sound judgment and practical knowledge, and perform troubleshooting to resolve unusual or irregular problems.
- Complete work under stressful situations, including tight deadlines and emergency situations.
- Work effectively in a complex social, business, political, and intergovernmental work environment.
- Read, understand, apply, and explain highly technical data and information.
- Pass all required safety training classes and apply those procedures to the work environment.
- Perform duties with initiative, judgment and resourcefulness.
- Maintain the confidentiality of sensitive and protected information.
- Exercise tact and discretion in contact with employees, businesses and the public.
- Understand and follow directions, effectively adjust to changing priorities.
- Problem solve and multi-task; be decisive in taking actions and making decisions.
- Maintain a professional and respectful working environment.
- Amicably resolve conflicting interests between stakeholders.
- Be dependable and punctual in reporting to work as scheduled.

Certification & Licensure:

- Possess and maintain a valid state-issued driver's license with a good driving record.

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EDUCATION & EXPERIENCE:

Any equivalent combination of education and experience that provides the knowledge, skills, and abilities to successfully perform the job. A typical way to obtain the knowledge and abilities would be:

- Bachelor's degree in Biology, Chemistry, Environmental Science, or a closely related field; Master's degree is preferred.
- Five (5) years of responsible work experience in environmental management and regulatory compliance; source control experience, including experience regulating industrial users, or municipal or industrial wastewater experience, is preferred.
- Three (3) years' experience in a laboratory setting.
- One (1) year of supervisory or leadership experience.

WORKING CONDITIONS:

The Manager performs the majority of the work in the office with regular work occurring throughout all facilities, including driving to, and working at, wastewater treatment facilities and various permitted industries. Requires physical capability and mobility to navigate all types of surfaces and terrain, including open grates, slippery surfaces, uneven terrain, stairways, ladders, hazardous surfaces, walkways, and to remove manhole lids and occasionally and safely move and/or lift up to 50 pounds. The potential exists for exposure to health and safety hazards associated with wastewater treatment and industrial facilities, including raw sewage. Ability to access all areas of the District facilities and permitted industries is required. Response to emergencies during off-work hours may be required. Requires ability to drive a District vehicle in a safe manner and corrected vision sufficient for use of computers and reading detailed reports.

TYPICAL DUTIES & RESPONSIBILITIES:

The duties listed below, while not all-inclusive, are characteristic of the type and level of work associated with this position. Individual positions may perform all or some combination of the duties listed below, as well as other related duties. The District reserves the right to add, modify, or remove duties as appropriate to meet business needs.

Regulatory affairs:

- Monitor emerging environmental and water resource initiatives and trends.
- Research, analyze, and interpret proposed legislation, regulations, and permits; assess applicability and potential impacts;
- Review and respond to, and provide comments on, draft legislation, regulations and permits.
- Effectively communicate and negotiate with regulatory agencies.
- Develop internal strategies and approaches; recommend, contribute to, and implement policies and procedures for compliance with new and existing permits, legislation, regulations, and policies.
- Serve as a technical resource and agency representative/liaison for regulatory issues.
- Administer contracts and direct the work of consultants for regulatory support activities.

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Permit administration and compliance:

- Plan, organize, and manage compliance activities in collaboration with management and partner agencies.
- Plan, organize, and manage permit application, renewal, and reissuance processes, including overseeing, preparing, and submitting permit application and renewal materials, studies, and regulatory reports.
- Conduct and track compliance monitoring, data analysis, and reporting of wastewater, biosolids, air, and other media as required.
- Analyze, interpret, and present data using statistical tools and models. Determine the type of data needed, how the data should be collected and evaluated, what the data says about the project, what the impacts are, and how the information should be presented. Prepare reports and present to/train internal and external stakeholders.
- Develop, edit, and maintain tools, systems and Standard Operating Procedures (SOPs) for permit compliance. Research, analyze, and work with other District programs, member agencies, regulators, and other municipalities to ensure SOPs are complete and accurate.
- Provide periodic and ongoing auditing of environmental programs and develop and implement corrective action plans as needed; coordinate and respond to external program audits by regulators.
- Develop, maintain, and present permit training programs for District and member agency staff.
- Facilitate effective and positive communication and coordination among internal staff, partner agencies, and regulatory agencies.

Industrial Pretreatment and FOG Programs:

- Administer a delegated, multi-jurisdictional Industrial Pretreatment Program, including permitting and compliance oversight and directing staff activities to ensure equitable regulation and enforcement of federal, state, and local pretreatment requirements.
- Maintain and update applicable regulatory authority documentation, including regional sewer use regulations, to ensure compliance with federal and state regulations.
- Lead interagency coordination and implementation of all program policies and procedures in accordance with Ecology-approved/mandated program, interlocal agreements, etc.
- Establish effective working relationships with regulatory agencies and industrial and commercial users, including coordinating and responding to audits.
- Serve as a technical resource and support for staff and users; resolve technical problems, complaints, and requests for information in a timely manner.
- Lead, coordinate, and participate in wastewater and biosolids sampling and analysis (priority pollutants, local limits, etc.).
- Lead, coordinate, prepare and submit all required reports (annual report, etc.).
- Support and coordinate program activities with the Collection Infrastructure Director, including:
 - Industrial User Survey (identification and classification of all non-domestic discharges).
 - Permit issuance & renewal processes.
 - User compliance monitoring (inspections, sampling, DMR review, etc.).
 - Escalated enforcement actions for non-compliance.

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- Investigate, respond to, and document reported issues or disruptions in the collections systems or treatment plants.
- Plan review and evaluation of new industrial and commercial users for pretreatment requirements.
- FOG program administration, including scheduling inspections, database/records management, and directing the work of field inspectors.

Laboratory Management:

- Manage operations of a state-accredited environmental laboratory and analytical testing to ensure compliance with all federal and state regulations, data quality objectives, and safety protocols.
- Maintain required laboratory accreditation through Washington Department of Ecology and obtain other accreditations and certificates as required or appropriate.
- Coordinate laboratory staffing with Operations Supervisor, planning in advance for scheduled leave and vacancies, and timely accommodating for unplanned events.
- Serve as technical resource and support for laboratory staff and Operators in performing lab functions; resolve technical problems, complaints, and requests for information in a timely manner.
- Review and report data generated by lab technicians and contract laboratories.
- Review, update, and implement QA/QC policies and procedures; conduct internal audits; facilitate and respond to external audits as required; and implement corrective actions.
- Plan, direct, and coordinate field sampling and lab analysis activities with internal staff and contract labs.
- Review and develop analytical methods and procedures to meet applicable lab standards and permit requirements.
- Maintain analytical instruments and equipment, research new technologies and recommend, plan and budget for, and implement replacements and upgrades as necessary.
- Prioritize, plan, and track resources needed for unit's work. Ensure needed tools and resources are available to accomplish work plans.
- Implement recommendations to improve efficiency and effectiveness. Assure corrective actions and improvements are implemented.

Program Administration and Supervision:

- Develop, negotiate, administer, and manage contracts, grants, and/or cooperative agreements.
- Write technical reports and studies, and present findings to management, elected bodies, and at conferences.
- Prioritize, plan, and track resources needed for unit's work. Ensure needed tools and resources are available to accomplish work plans.
- Develop and administer assigned budgets and forecasts, and monitor expenditures. Determine priorities for new operating and capital funding requests and proposals.

Public Education and Outreach:

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- Contribute to and participate in public involvement and outreach activities.
- Identify, develop, review, and recommend communications and materials related to water resource protection and stewardship.
- Facilitate and participate in workshops, meetings and public events.
- Proactively work with stakeholders and customers to ensure understanding and compliance with regulations and implementation of best practices.

Other Duties:

- Actively participate in local, regional, and national professional organizations and technical work groups.
- Follow District regulations, codes, policies, practices, and management directives.
- Wear and properly use personal protective equipment, follow safety protocols and standards, and perform all work in a safe manner.
- Ensures direct and indirect reports are aware of, and comply with, all federal, state, and District required safety programs and procedures.
- Periodically assesses the work areas to identify and resolve safety issues or concerns
- ensures District professionalism standards are met.
- Safely operate a District motor vehicle.
- Demonstrate regular and reliable attendance.
- Other duties as assigned

RELATIONSHIP WITH OTHERS:

The Manager has frequent contact with Directors, managers and staff for the purpose of information sharing and gathering, coordinating and scheduling work, and training. The Manager has regular contact with the General Manager, Member jurisdiction staff, committees, regulators, other agencies, commercial and industrial users, consultants, and members of the public as needed. Often, these contacts involve sensitive or confidential matters, which must be handled accordingly.

SUPERVISION:

Exercised: Supervise and direct the work of technical and professional staff; cooperatively plan, organize, assign, direct, train, and review work; evaluate employee performance; hire, discipline, motivate and recognize employees; and all other similar supervisory responsibilities. May also direct the work of other staff assigned to perform inspections and sampling, as well as consultants.

Received: The Manager works under general supervision and in consultation with the Operations Manager to clarify expected results, report on progress toward completion of assignments, confirm interpretation of regulations and policies, and receive guidance on complicated or high-risk issues. Additional direction may be obtained from the Principal Engineer, Collection Infrastructure Director, or General Manager. A formal evaluation of the employee's performance and work is conducted at least annually through the performance appraisal process.

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SPECIAL REQUIREMENTS:

- Pass all required safety training classes and apply those procedures to the work environment.
- Maintain appropriate physical fitness to perform essential job functions.
- Required to work the normal working hours as defined for the position and facility assigned, including occasional evening and weekend work.
- Final offer of employment is contingent upon successful completion of a reference check and pre-employment physical.