



# City of Tempe

## ENVIRONMENTAL SUPPORT SERVICES SUPERVISOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	614	<i>Department:</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 supervision from management staff.

Exercises supervision over technical staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three (3) years of program management and development experience. One (1) year of supervisory or lead experience is preferred. 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>	<ul style="list-style-type: none"> <li>• Possession of a valid driver's license.</li> <li>• Possession of, or required to obtain within one (1) year, an Arizona Department of Environmental Quality (ADEQ) Grade I Wastewater Collection System Operator certification.</li> <li>• Possession of, or required to obtain within one (1) year, an ADEQ Grade I Water Distribution System Operator certification.</li> </ul>

### 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 to meet Environmental Services strategic priorities. Educate the stakeholders on environmental projects and programs.

## 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 related to environmental issues.
- 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.
- Develop and maintain relationships with a variety of community organizations, businesses and public schools to promote and support city environmental programs.
- 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, policies, and procedures; coordinate industrial billing activities.
- 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; ensure adherence to proper workgroup procedures and policies.
- Provide pro-active performance planning utilizing performance management tools.
- 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 materials; participate in community events, open houses and exhibits.
- Respond to requests and inquiries from the public and other city departments; investigate customer inquiries and recommend corrective action as necessary for resolution.
- Prepare complex, concise, clear and accurate written and oral reports.
- Represent the city on local and regional committees, organizations and task forces.
- Coordinate and serve Tempe's commercial, industrial, and educational customers with water related issues.
- 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.
- Facilitate several water, wastewater and stormwater cross functional and inter-departmental projects and programs.

- Coordinate Municipal Utilities Department activities related to Tempe’s Wastewater Data Analytics Program.
- Oversee Tempe’s Fats, Oils and Grease Program, and Tempe Grease Cooperative.
- Conduct and oversee Section efforts related to the research, development, update and review of standard operating procedure, workflow analysis and job hazard analysis.
- Coordinate City code updates, workgroup productivity metric tracking, technical document review.
- Coordinate various flow, odor and loading studies.
- Perform related duties as assigned.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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>  <a href="#">City of Tempe, AZ: Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Effective January 2023*