City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Responsible for the planning, directing, managing, and overseeing the activities and operation of the solid waste collection and disposal functions. Coordinates assigned activities with other City departments and outside agencies and provide complex administrative support to the Waste Management Administrator and the Director of Public Works.

Representative Work Functions and Responsibilities
Assists the Waste Management Administrator with the development and implementation of short and long range strategic goals, objectives, policies and priorities. Establishes appropriate service and staffing levels and allocates resources accordingly.

Serves as the Waste Management Administrator in his/her absence.

Directs and oversees the activities of the Waste Collections and Waste Disposal divisions. Assists in monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures, assesses and monitors workload, administrative and support systems and internal relationships. Identifies opportunities for improvement and directs the implementation of changes.

Provides managerial oversight and direct supervision of the Waste Management Superintendents to ensure collection and disposal services are environmentally responsible, reliable, and cost effective. Meets with staff to identify and resolve problems, assigns project and programmatic areas of responsibility.

Assists in planning selecting, motivating and evaluating department staff, provides and coordinates training. Works with employees to correct deficiencies. Implements and administers disciplinary and termination procedures.

Assists in managing and participating in the development of the budget, estimates funds needed for staffing, equipment, materials and supplies. Assists in developing presentations to City Manager and/or City Council.

Develops and implements the safety program, including but not limited to development of procedures, training, accident and injury review, and implementation of technology as required to ensure the highest level of safety for our citizens and employees.
Waste Management Operations Manager #03135

Assists in meeting with outside agencies to ensure compliance with regulations and codes and resolves situations characterized by non-compliance.

Develops and implements customer service initiatives and takes appropriate action in response to public complaints and/or requests for service.

Responds orally and in writing to sensitive inquiries and complaints from both internal and external sources.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards
Effectively establish short and long range goals, objectives, and strategies for the Waste Collection and Waste Disposal divisions; maintain effective working relationships with City officials, consulting engineers, contractors, local, state, and federal agencies, citizen groups and individuals; effectively communicate, verbally and in writing, with the public and other City employees; ensure effective supervision for the two divisions within the Group; proactively identify an solve problems; ensure adherence to City and departmental policies and procedures; ensure action taken on requests and/or complaints are handled in a timely and equitable manner.

Minimum Qualifications
Requires any combination of education (above the high school level) and/or increasingly responsible professional experience equivalent to ten (10) years in solid waste and environmental services.

Must have, or obtain, a current and valid Virginia or North Carolina driver’s license in accordance with Virginia or North Carolina DMV driver’s license eligibility requirements.

Preferred Qualifications
Bachelor’s in business administration or public administration.

Special Requirements
Alpha I Status: Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City’s operational status.

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term departmental needs and/or City-wide emergencies.

Knowledge-Skills-Abilities Required to Perform Satisfactorily
A. Knowledge
   1. Knowledge of the methods, practices, problems and regulatory requirements of waste management activities to include waste collection and disposal.
   2. Knowledge of financial management as required for economic analysis, budget and capital project preparation, budget execution, and resource allocation.
   3. Knowledge of contract administration policies, practices, and regulations.
   4. Knowledge of principles and practices of organizational behavior, change management, and leadership.
   5. Knowledge of principles and practices of strategic planning and process management.
B. Skills
   1. Skill in the supervision of a large work force.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
2. Skill in analyzing and solving complex problems.
3. Skill in managing difficult interpersonal relationships and other personnel issues.
4. Skill in applying technology to improve the effectiveness, efficiency and economy of the overall waste collection and disposal functions.

C. Abilities
1. Ability to maintain effective working relations within the organization and other public and private agencies, including citizens and the media.
2. Ability to communicate complex, technical concepts effectively both orally and in writing.
3. Ability to organize resources and establish priorities to meet departmental and group goals and objectives.
4. Ability to coordinate and supervise the work efforts of all assigned divisions to ensure optimum productivity and efficiency.
5. Ability to handle difficult personnel issues
6. Ability to apply technology to improve the effectiveness, efficiency and economy of the waste collection and disposal functions.

Working Conditions
The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City’s business.

Physical Requirements: Physical refers to the requirement for physical exertion and coordination of limb and body movement.
Sedentary work that may involve walking, sitting, kneeling, squatting, stooping, climbing, lifting, gripping, pushing and raising objects and involves exerting up to 25 pounds of force walking or standing some of the time and routine keyboard operations.

Mental Requirements: Mental refers to the degree that the job involves cognitive activities, and use of mental processes
Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

Environmental Conditions: Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.
The job may risk exposure to extreme heat and/or cold, wet or humid conditions, noise, fumes, odors, moving machinery, electrical shock, traffic and toxic or caustic chemicals.

Sensory Requirements: Sensory refers to hearing, sight, touch, taste, and smell required by the job.
The job requires normal visual acuity, field of vision, hearing, speaking, color and depth perception.