**Class Summary**

The responsibilities of this classification include managing the technical and business operations of multiple environmental and community services section programs and providing technical assistance to staff and internal and external clients. Responsibilities include managing and developing professional, technical, scientific, and engineering staff; developing marketing strategies for increasing revenue; driving process improvements that generate operational and energy efficiencies; overseeing complex cleanup work with federal oversight; conducting real estate and permitting negotiations; coordinating with regional stakeholders to address regulatory, source control, permitting, and legislative issues; overseeing quality assurance and quality control; preparing and implementing work plans; directing method development; and overseeing customer service.

**Distinguishing Characteristics**

This is a single-level classification. The Wastewater Environmental and Community Services Programs Section Manager classification is distinguished from the Natural Resources Manager in that the Natural Resources Manager provides essential support for environmental programs but does not provide direct technical and engineering leadership for environmental section programs as the Wastewater Environmental and Community Services Programs Section Manager.

**Examples of Duties**

1. Manage the daily operations of section programs, providing technical assistance to staff and internal and external clients.
2. Lead business teams in developing and fulfilling annual business plans. Assure that programs within the section are integrated in their delivery of services to both capital projects and operations and are aligned with division and department business plans and priorities.
3. Collaborate with department and division management, King County Executive, County Council, and community organizations to identify optimum strategies and manage support for department programs.
4. Oversee and coordinate analyses and implementation of new and expanding regulatory mandates. Work collaboratively with other government and regulatory agencies or King County departments to address environmental policies and issues. Represent King County on technical issues to other agencies, including regulatory agencies.
5. Provide high-level technical expertise, including developing new scientific information or methodologies. Train staff in technical knowledge and skills. Manage applicable operations and processes, ensuring methodologies and technical systems meet regulatory requirements and industry standards.
6. Manage the evaluation of new technologies and processes to meet future performance and capacity needs for source control, real property, permitting, regulatory purposes, energy efficiencies, and resource utilization from the wastewater stream.
7. Conduct complex negotiations and manage environmental cleanup work programs in partnership with public and private entities and with federal oversight.
8. Communicate with partner agencies to ensure the coordination of public services for underserved communities in the WTD service area.
9. Manage grantmaking programs and associated budget development; manage public education programs and the Brightwater Environmental Education Center and City Soil Farm.
10. Manage unit managers and program supervisors within the section. Manage section staff, including hiring, performance, job progression, training, coaching, and discipline. Assure regular and timely communication of program issues to section staff.
11. Provide management support, problem-solving, and conflict resolution to collective bargaining and labor relations processes. Administer collective bargaining agreements.
12. Provide leadership in strategic planning processes and decision-making that have the potential to significantly impact wastewater operations or capital investments. Develop a strategic vision and long-range planning for water quality improvements and site-specific treatment.
13. Develop and monitor program policies and procedures and recommend changes to division/department leadership.
14. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of theory and practice of applicable discipline (environmental planning and/or engineering, biology, chemistry and/or microbiology, energy, industrial waste, real property, community relations, etc.)

Knowledge of regulatory requirements such as environmental compliance regulations (i.e., NEPA/SEPA, DOE, and ESA), safety regulations (OSHA/WISHA), and Washington State Department of Health and Ecology permit and accreditation requirements

Knowledge of operating and capital budgeting procedures and processes

Knowledge of principles and practices of supervision, leadership, and human resources management

Knowledge of general management principles and business needs of the environmental and wastewater industries, including technology and regulatory trends

Knowledge of marketing and communications principles and practices

Knowledge of principles and practices of public administration, including public finance, development and analysis of public policy, organization, and contract management

Knowledge of principles and practices of wastewater operations and capital project environmental compliance management

Knowledge of principles and practices of customer service and continuous quality improvement

Critical thinking and strategic planning skills, including long- and short-term goal-setting

Communication skills (oral and written)

Project management skills, including developing scope, schedule, and budget

Conflict resolution and negotiation skills

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt  |
| **Service Status** | Career Service  |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 03/2025 - Created |
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