



## West Contra Costa Integrated Waste Management Authority

### Job Description

## PROGRAM COORDINATOR I-II

### **DEFINITION**

Under general or direct supervision at the lower level and under direction at the higher level, incumbents perform varied professional technical, analytical, and administrative tasks in providing support to Authority staff; perform contract administration and regulatory compliance functions; compile and maintain records; conduct special studies, surveys, and research assignments in a variety of project, program, service, and/or operational procedures; perform public education and outreach functions; and, perform related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Program Coordinator series is a non-management classification responsible for providing support to the program and operational activities of the Authority. The Program Coordinator(s) will report to the Manager assigned by the Executive Director.

The Program Coordinator I is the entry-level class in the Program Coordinator series. Incumbents in this class provide varied professional clerical and technical support in the administration of solid waste, recycling, organics, household hazardous waste (HHW) and related sustainability programs.

The Program Coordinator II is the journey level class in the Program Coordinator series. Incumbents are expected to be fully competent in all major solid waste, recycling, organics, household hazardous waste (HHW) and related sustainability program functions and able to independently perform assignments.

Incumbents at both levels are required to have an in-depth and comprehensive knowledge of the policies and procedures necessary to achieve program results.

Positions in the Program Coordinator series are flexibly staffed. Incumbents may advance to the higher level after gaining the knowledge, skill, experience, licenses, and certifications which meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

### **EXAMPLES OF DUTIES (illustrative only)**

- Perform research, field investigations and statistical analyses related to integrated solid waste management including waste reduction, reuse, recycling, and composting; compile and analyze data; identify and evaluate discrepancies and proactively find solutions; formulate recommendations and viable alternatives; prepare, deliver, and/or present a variety of oral and/or written reports.
- Assist in developing and conducting special projects, studies, surveys, and research

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assignments, policy, services, public education and outreach, data management, contract administration, as assigned.

- Designs and develops a variety of materials and activities to promote, implement, and evaluate assigned sustainability and environmental programs in a manner that will enhance public awareness, educate citizens to relevant environmental issues, and encourage proactive and cooperative problem-solving activities.
- Develop and maintain databases, contract compliance tracking records, and forms as needed.
- Develop and deliver informative recycling program presentations to groups such as schools, businesses, residents, community organizations, and/or associations; and lead tours of recycling facilities to these groups.
- Represent the Authority in community, civic and professional meetings, public forums, and conferences as required; make presentations as necessary.
- Plan for, coordinate, and attend community events (such as fairs, festivals, and trade shows); respond to questions, distribute educational materials and information.
- Develop and implement age-appropriate educational programs at schools and community events.
- Build and maintain positive working relationships with colleagues, stakeholder representatives, other organizations and their representatives, and the general public, exhibiting effective customer service and communication skills.
- Assist in the development, coordination, and monitoring of the program budgets; research and evaluate costs; implement budget tracking tasks as required.
- Participate in administering contracts with contractors, subcontractors and consultants, ensure documents and reports comply with Authority contract standards; monitor programs for compliance with applicable scopes of service, rules, regulations, laws, and policies.
- Monitor and coordinate the daily operation of assigned functional area; perform detail-oriented work and maintain accurate records, systems, processes, and statistics; evaluate using appropriate metrics.
- Perform other related duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge Of**

- Principles and industry practices of integrated solid waste management, source reduction and recycling, pollution prevention, resource conservation, household hazardous waste programs, and general marketing and outreach practices related to sustainability and environmental programs.

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- Municipal contract management and administration, program and services development, implementation, monitoring and service delivery.
- Applicable federal, state and local sustainability laws, with specific focus on solid waste and recycling laws.
- Principles and practices of leadership, motivation, supervision, team building and conflict resolution.
- Community outreach practices and strategies to working with diverse ethnic and socio-economic groups.
- Principles and practices of graphic design and writing for creation of outreach pieces such as brochures and flyers, blogs, social media, and newsletters, etc.
- Developing and delivering educational programs and presentations directed at school aged children.

### **Skills**

- Proficiency with Microsoft Office applications, with intermediate to advanced level competency in Word, Excel and PowerPoint.
- Ability to use remote meeting tools such as Microsoft Teams and Zoom.
- Proficiency with Adobe Pro, Canva and InDesign is desired.
- Strong project management and proven ability to handle multiple tasks and effectively meet deadlines.
- Strong organizational skills and attention to detail.
- Strong analytical and critical thinking skills.
- Strong communication, technical writing and report presentation skills.
- Proficient with the English language including the meaning and spelling of words, rules of composition, and grammar.
- Bilingual or multilingual in Spanish or other languages is desired.

### **Ability To**

- Collaborate effectively with all levels of management and the public with diplomacy and tact and maintain effective working relationships with colleagues, stakeholders and the public.
- Interpret and apply policies, procedures and laws.
- Use independent judgement within established guidelines and exercise confidentiality where applicable.
- Maintain versatility, flexibility, and willingness to embrace changing priorities.

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- Analyze data and prepare technical reports; interpret and evaluate technical information; understand laws, regulations and codes; effectively solve technical problems and issues, adhere to various rules and regulations; explain and interpret technical data.
- Communicate clearly, concisely and tactfully both verbally and in writing.

### **Education and Experience**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

#### **Program Coordinator I**

Bachelor's degree in environmental studies, planning, engineering, public or business administration or a closely related field, from an accredited college or university and two (2) years of sustainability related experience. Experience working with municipal and regulatory agencies is highly desired.

#### **Program Coordinator II**

Bachelor's degree in environmental studies, planning, engineering, public or business administration or a closely related field, from an accredited college or university and four (4) years of sustainability programs, services or policy related experience. Multiple years of progressively responsible professional work in solid waste management and related program administration is highly desired. Experience working with municipal and regulatory agencies is highly desired.

### **LICENSE**

Possess and maintain a valid Class C California Driver's License with a satisfactory driving record.

### **WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS**

The Authority is an equal opportunity employer and will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require typing, sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

**Sedentary Work:** Exerting up to 30 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Work Environment:** Incumbents generally work in a typical office environment with adequate light and temperature, with occasional work in the field and interacting with the public, and may be required to work after regular business hours and on weekends as necessary.

**Travel:** Positions in this class may require local and statewide travel as necessary, and requires use of a personal vehicle to perform required duties in the field and attend meetings.

Established May 2026.