



**Job Title:** Facility Manager, ARCC (FMA)  
**Reports to:** Operations Manager/Assistant General Manager (OMAGM)  
**Date Approved:** October 7, 2021 by CVSWMD Board of Supervisors  
**Prepared by:** Lisa Liotta, General Manager

### Position Description

The Central Vermont Solid Waste Management District operates the award-winning Additional Recyclables Collection Center (ARCC) in Barre, Vermont. The ARCC provides an outlet that can expand and adapt as needed for traditional and non-traditional recyclable materials that furthers the goal of zero waste to meet the needs in central Vermont.

The FMA works closely with the OMAGM to meet the goals of the ARCC program and manages the day-to-day operation of the ARCC. The FMA staffs the ARCC; supervises a team of 3-4 staff members and/or volunteers; schedules and manages daily work assignments of ARCC staff; ensures that all materials are handled, stored, and transported properly, safely, efficiently, timely, and in accordance with regulatory requirements; works with customers to schedule large materials drop-off appointments; provides excellent customer service; develops and provides training programs to ARCC staff, volunteers and contract workers in all aspects of ARCC operations; and ensures that the District's policies, procedures, and all safety protocols are followed. The FMA may be required to work in the field, to cover for an existing employee, or fill in while positions are vacant. The FMA on occasion may be required to drive the District's box truck. The FMA is also responsible for ensuring that ARCC administrative paperwork procedures are followed, and ensures that accurate recordkeeping related to material intake, transfers, and shipments is performed.

**Salary Range:** This position is compensated at Grade 8 in the CVSWMD Compensation Plan.

### Typical duties

- The FMA directly supervises ARCC staff (including Program Coordinator(s) when they are working at the ARCC). The FMA will participate in any disciplinary action(s) and annual performance reviews for ARCC staff in conjunction with the OMAGM. Knowledge, understanding, and compliance of the District's personnel policy is required.
- The FMA manages the day-to-day operation of the ARCC. The ARCC is open to the public 3-4 days per week and by appointment-only two days per week. The FMA plans and oversees daily work assignments for all ARCC staff, that include (but are not limited to): customer intake on the ARCC floor, scheduling and receiving large material drop-offs by appointment, sorting and processing materials, packaging materials for shipment, dismantling materials into component recycling streams, facility cleaning, shipping and/or receiving of materials, delivery and/or pickup of materials in the box truck, administrative paperwork (including data entry), coordinating breaks, opening and closing the ARCC, and all other duties as assigned.
- The FMA will mentor and train ARCC staff, contract workers, and volunteers. The FMA will participate in all required trainings and be knowledgeable about all permits, rules, and regulations relative to safe operating procedures and the proper intake, handling, storage, management, documentation, record keeping, and shipment of materials accepted by the ARCC and materials covered by Act 148 (Vermont's universal recycling and composting law), Extended Producer Responsibility (EPR) materials and universal waste, as

well as several dozen other additional materials accepted. The FMA will ensure that ARCC staff are trained and follow proper procedures for all materials by developing training materials and conducting regular trainings.

- The FMA will regularly assess and present the needs of the ARCC in areas of additional training, materials management, equipment, permitting, and facility maintenance/improvements to the OMAGM.
- The FMA is required to occasionally work on Saturdays. ARCC staff (including the AM) work at collection events and staff the ARCC when it is open on Saturdays. The FMA will substitute for existing staff or fill in when positions are vacant, and when staff are on leave (vacation, sick, personal, family, injury or other). When the planned, future HHW facility is commissioned, regular work on Saturdays at the new facility may be required.
- The FMA will assist in reviewing and updating safety, operations, and emergency procedure manuals at least annually and conduct periodic drills and evaluations when necessary.
- Regular contact with vendors, outlets, local collectors, haulers, transporters, and others providing services for the ARCC is an integral component of the FMA's work. It is their responsibility to hold ARCC staff and these entities accountable to agreements with the District, and to advise management if/when terms and/or conditions require updating, or when there may be a violation of agreements.
- The FMA will work closely with the public. Excellent customer service and communication skills are required, as well as the ability to mentor and train ARCC staff and volunteers who interact with the public in these areas.
- The FMA will work closely with the OMAGM and assist with managing administrative requirements of the ARCC program. This work requires accurate and detailed collecting and reporting of material(s) intake, collection, volume and/or weight, transfers, shipments, etc. The FMA will occasionally work with other District staff to determine the type, level, schedule and method of collecting and reporting necessary.
- The FMA will attend District office and field staff meetings and, if required, Board meetings and meetings of assigned outside groups. Some meetings may occur during evening hours and may require travel to locations outside the District. The FMA must be able to speak well in public, adequately express the mission and goals of the District and the ARCC, communicate accurate information to the public about recycling, and conduct themselves well in a public setting, even when there may be controversy present.
- The FMA will assist the OMAGM in identifying marketing needs for the ARCC program and offer input regarding marketing and advertising as requested.

## Required Knowledge, Skills, and Abilities

- Strong organizational skills are needed. The ability to motivate, multitask, delegate, and supervise others to meet operational and program goals (daily and beyond) is required.
- Strong interpersonal communications skills are needed. Presentation and public speaking skills are a plus. Experience working with the general public in a service-based situation is required.
- The FMA will be able to read, research, comprehend, follow, and produce complex written and verbal instructions and documents; and communicate these to others. They will also be able to produce professional business documents such as correspondence, emails, memos and reports.
- The FMA will understand basic mathematical processes necessary to produce reports, review and verify invoices, prepare shipping documents, and supervise and handle cash transactions as needed.

- The FMA must have sufficiently good physical health and strength to perform the job: working out of doors, standing for long periods of time, bending, squatting, reaching, and be able to lift and carry up to 50 lbs.
- This position requires a self-motivated individual capable of independent work and collaborative team endeavors. Familiarity with team management, principle-based management and a collaborative process is a plus.
- Computer proficiency and competence with Microsoft Office Suite and Microsoft Excel in particular is required. The FMA will have a strong attention to detail.
- Operating a baling machine may be required; operating a lift truck is required (training will be provided).
- A Valid Vermont driver's license and reliable source of personal transportation is necessary. Occasional driving of the District's box truck may also be required (training will be provided).
- A criminal background check will be required.

## Education and Experience

- Minimum 1 year experience directly supervising staff; supervision in a team environment is preferred.
- A High School diploma or GED is required for this position; an Associate or Bachelor's degree is preferred.
- 1-3 years of relevant work experience. Experience in the fields of solid waste, environmental management, environmental education, or resource conservation is preferred.
- Minimum 1 year experience in customer service or work that involves interaction with the public is required.
- Specialized training is required for this position; the District will make available the funds and opportunities for the FMA to attend such training programs and expects that they will acquire the skills needed to perform duties in a manner that meets all requirements, regulations, and standards established by federal, state and local jurisdictions.

## Working Conditions

Work is performed both in an office environment, at District facilities, and in the field at event locations. Local and regional travel is required. Some work is done outdoors in all types of weather. Availability on Saturdays is regularly required. The FMA will need to be in a physical condition sufficient to: stand for long periods of time on concrete floors, walk up and down stairs, lift containers and items up to 50 lbs., and maneuver in and out of tight spaces. The FMA will also need to work with the public in potentially stressful situations. This position requires response to emergency situations according to District protocol.

The above information is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities, and requirements.

**Central Vermont Solid Waste Management District is an equal opportunity employer.**