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| **Job Title:** | General Manager, Waste Management |
| **Division:** | Public Works |
| **Reports To:** | Director of Public Works |
| **Name of Incumbent:** |  |
| **Purpose:**Under the supervision of the Director of Public Works, develops plans and objectives, implements strategies, and manages projects and daily operations of the Integrated Solid Waste Management systems that are designed to maximize waste prevention and diversion and continue to implement sustainable waste disposal systems to meet organizational and community needs and objectives. |
| **Cultural Identity Attributes:**The individual is systematic, precise, objective, and inquisitive and has the desire to get things done quickly and accurately with the eagerness and ability to energize a team.Has the drive to achieve results and maintain quality and standards. Enjoys challenging situations and takes a systematic and perfectionist approach to problems. The individual has good verbal communication and is positive, participative, self-starting, and imaginative and challenges status quo.  |
| **Roles & Responsibilities:** |
| **To plan, track, manage and prioritize the projects and functions of the Waste Management Department for a sustainable and efficient community service.*** Plans and establishes short and long-term goals, objectives and action items for the Waste Management Plan to meet the needs of the community;
* Executes and manages projects, activities, and strategies to meet the established goals, objectives and action items of operational plan;
* Plans and coordinates waste reduction strategies to set priorities for all components of the Waste Management department;
* Tracks objectives and action items, and processes, and ensures corrective measures are taken when needed;
* Conduct solutions analysis and development in response to internal and external influences;
* Establishes operating standards and processes for all Waste Management Department components;
* Controls and has the authority over all Waste Management Department processes;
* Controls and manages operations and maintenance of departmental assets.
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| **To manage the assets and administrative and human resource functions of the Waste Management Department.*** Identifies departmental needs, and ensures implementation of required changes;
* Prepares, manages, expenses and analyzes the budget;
* Prepares, manages and analyzes targeted funding budget;
* Prepares project charters and proposals for special initiative funding;
* Manages special projects identified in the targeted funding proposals;
* Determines the required operational staff and support;
* Instructs, supervises and evaluates staff;
* Ensures training and safety measures are provided and enforced;
* Ensures compliance with internal and external policies and laws;
* Ensures proper operation and maintenance of equipment;
* Ensures proper document and data management and analysis;
* Prepares reports and presents information to upper level management, external governments, and /or other parties;
* Facilitates the resolution of internal and external issues within the operations of the Waste Management Department;
* Acts as the representative for the Waste Management Department in operational and administrative matters;
* Acts as the representative for the Waste Management Department for external matters related to and based on Industry Knowledge and to address key developments in the industry.
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| **To manage communications related to waste management operations.*** Acts as the representative for the Waste Management Department for external communications;
* Prepares and delivers departmental year end communications and community consultation documentation;
* Approves and supports yearly communications plan and educational materials prepared by communications liaison;
* Approves and supports awareness information and PSA’s prepared by communication liaison.
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| ***The statements herein reflect general details to describe the principle functions for this job and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties or be assigned projects associated with these responsibilities as directed by their immediate supervisor.*** |
| **Decision Making Authority:*** Establishes short and long-term goals, objectives and priorities for sustainable community waste reduction efforts and the Waste Management Plan;
* Determines operational needs of the integrated solid waste management systems;
* Determines the department budget requirements, expenditures and its management;
* Decides and implements office and operations processes and standards;
* Sets the efficiency expectations and operational and administrative standards;
* Decides on internal and external reporting requirements;
* Sets customer service standards, delivery and addresses complaints;
* Determines operational staff and support requirements;
* Determines the needs for team meeting and schedules.

**Accountability:*** Delegated Waste Management department authority within the organization for the community of Kahnawà:ke;
* Sustainable waste disposal services provided to the community of XXXX
* The achievement of the priorities and objectives of the Waste management department and the Waste Management Plan;
* The efficient and effective development and operation of the Waste Management Department;
* The proper preparation and management of a balanced budget for the Director;
* The continuous synergy between the components of the Waste Management Department (Waste disposal, Recycling and Compost, communications) and Operations;
* The proper address and resolution of internal and external complaints related to the waste management department;
* Ensuring the continuous improvement of the department, and waste diversion services
* Conducting business with internal and external clients in a tactful, discrete and courteous manner;
* Maintaining confidentiality;
* The follow through and implementation of global policy and directives from the Executive(s);
* Adhering to the MCK Administration Manual-Personnel Policy and Kanien’kéha Language Initiatives.
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| **Education & Experience:*** Bachelor’s Degree in Business Administration plus one (1) year relevant experience;

OR* DEC or Certificate in Office Management, plus three (3) years relevant experience;

OR* High School Diploma, plus five (5) years relevant experience;

AND* Completed MCK John Molson School of Business Program or equivalent.
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| **Knowledge, Skills, Abilities & Other Attributes:*** Strong interest in environment and sustainability issues;
* Sound knowledge of sustainable waste management practices;
* Strong knowledge of safe work practices and work environment;
* Strong knowledge of strategic and operational planning;
* Ability to prepare plans and manage project implementation for new initiatives;
* Thorough understanding of the issues facing the Waste management operations for present and future needs;
* Ensure a relevant level of industry specific knowledge and key developments;
* Team management, Project management, research, motivational, facilitation, co-ordination, and budget management skills;
* sound analytical and research skills
* Critical thinking & problem solving;
* Strong leadership, facilitation and supervisory skills;
* Strong organizational and planning skills;
* Business networking ability;
* Sound judgment & decision making;
* Interpersonal skills;
* Ability to work under pressure and stress;
* Sound knowledge of productivity software - Word, Excel, GIS, and the ability to learn additional software;
* Strong oral and written communication and organizational skills;
* Ability to communicate in the Kanien’kéha and French languages is an asset;
* The willingness to learn the Kanien’kéha language is required.

**Working Environment:*** Five-day work week and work is performed in a typical interior/office environment
* Occasional overtime may be required in order to meet needs of the Waste Management Department;
* High stress and productivity pressure.
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| **Competencies:** |
| **Self-Management** | **Client & Team Relations** | **Quality Decision Making** | **Professional Capacity** | **Communication** |  |
| Intermediate | Intermediate | Mastery | Mastery | Mastery |  |
| **Adaptability** | **Planning and Organizing** | **Leadership** | **Language & Culture** |  |  |
| Intermediate  | Mastery  | Intermediate | Core |  |  |

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| **Commitment Statement:**I serve my community with its best interest in mind by supporting and encouraging creative, critical and resourceful thinking, accepting and nurturing new ideas and approaches and demonstrating my dedication and integrity through my efforts, actions, and words. I am part of a team that is empowered to take initiative in an interactive working environment. |
| **Signatures:**Employee’s Signature: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Supervisor’s Signature: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Performance Management Administrator’s Signature: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |