



# CITY OF MELROSE

## Human Resources

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Please send a letter and resume by **May 17, 2022** to Polly Latta, Human Resources Director, via [platta@cityofmelrose.org](mailto:platta@cityofmelrose.org)

**The City of Melrose, MA is an Equal Opportunity Employer. Diverse candidates are encouraged to apply. No Residency Requirement.**

*In the City of Melrose we value diversity, equity, and inclusion and believe that everyone in the community deserves excellent public services and access to resources regardless of race, gender/gender identity, religion, ethnicity, physical abilities, age, sexual orientation, veteran status or personal experience. We believe in the benefit of diversity which allows us to become aware of varied ways of engaging with citizens and to discover, design and deliver enriched solutions and services for our community. The City embraces and encourages all qualified candidates to apply.*

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**Title:** DPW Environmental and Outreach Coordinator  
**Department:** Administration Division, Public Works Department  
**Supervisor:** Assistant DPW Director – Administration & Finance  
**Status:** Full-Time, benefit eligible, 35 hours  
**Salary:** Local 272 Clerical, Level 9, Starting rate \$23.95 to \$34.82 per hour

**Summary:** Public Works is a fast paced, service driven department with four divisions: administration, engineering, facilities and operations. This position requires an energetic, pro-active professional who can balance and prioritize situations in a calm and efficient manner. The Environmental and Outreach Coordinator performs duties supporting the Department of Public Works including solid waste and recycling efforts, environmental compliance, community and school outreach, recordkeeping, grant management, special project oversight, and planning/management of events.

### **General Duties (Illustrative and not all inclusive)**

- Represent the City of Melrose to the community and respond sensitively and constructively to citizen complaints, provide customer service with tact, courtesy, sensitivity and discretion in all dealings with internal and external customers. Calmly and professionally interact with customers either by telephone, electronically or face to face and provide relevant information in accordance with Department policies and agenda.
- Provide support for and coordination of special projects, community events and school educational programs. Coordinate DPW recycling and reuse events including Hazardous Waste Day, Electronics Recycling Day and Paper Shredding events in cooperation with the City's volunteer Zero Waste Committee.
- Create press releases, resident notices, flyers, website updates, automated phone information systems and social media (i.e. Facebook, Twitter, the City's Webpage and the Mayor's Blog); produce and communicate all relevant DPW information including special events, altered schedules, projects and emergency instructions, and coordinate such information with the Mayor's office.
- As required, participate in activities and meetings related to Public Works Divisions as a representative of the Department, in particular with regard to Solid Waste and Recycling.

- Produce annual recycling and solid waste information guides and educational materials, and use City's website and social media in order to keep the community informed.
- Assist people in developing effective ways to recycle at home, school and in the office; regularly speak to various groups including school children, senior citizens, residents and community organizations. Investigate recycling concerns from residents and work to answer their questions and provide solutions. Educate residents who may be in violation of the recycling code.
- Develop and implement programs that will increase revenue, promote recycling and make it easy for them to do so including compost, school recycling, and other special programs, educational events and other source reduction and incentive-based recycling programs.
- Stay updated on new recycling trends and technologies, proposing relevant practices for the Department and the community.
- Under the DPW Director's guidance, set standards for best practices that are environmentally sustainable and economically feasible for Melrose.
- Under the direction of the DPW Director or their designee, prepare grant requests, reports, and data analysis outlining the progress of solid waste, yard waste, recycling, stormwater quality, drinking water quality, energy efficiency, and sustainability across DPW divisions.
- Track the City's compliance with environmental regulations such as National Pollutant Discharge Elimination System (NPDES) stormwater compliance, Safe Drinking Water Act compliance, and compliance with other regulatory requirements that impact DPW operations and facilities.
- Represent the City of Melrose to the community and to contracted vendors, as well as to regulatory agencies in conjunction with specific projects and initiatives.
- The individual must be available to assist during emergency operations including snow.
- Perform other duties, typical of this type of position, as assigned by the DPW Director and DPW managers.
- Provide customer service with tact, courtesy, cultural sensitivity and discretion in all dealings with customers.
- Contribute to creating a collaborative work culture that appreciates diverse perspectives and approaches matters with flexibility and cultural relevance.

**Qualifications:**

- Two years related experience in environmental science or similar field, including experience with municipal solid waste and recycling programs and goals, and a passion for and commitment to reducing waste and increasing sustainability in the community. Bachelor's Degree in Environmental Studies or related field preferred.
- Ability to inform, motivate and market solid waste reduction and other DPW environmental initiatives to school children, community groups, municipal boards, staff and others.
- Demonstrated experience with or ability to apply for grants and to coordinate municipal, state and federal programs, including regulatory and funded programs.
- Demonstrated commitment and passion for embracing and staying current with green initiatives and providing instruction and/or developing, planning and leading programs and events.
- Demonstrated experience in providing customer service to co-workers and residents with tact, courtesy, sensitivity and discretion in a fast-paced environment.
- Finely honed interpersonal skills, with the ability to remain calm in a demanding environment and to work independently to balance conflicting priorities.
- Excellent written, oral communication and organizational skills with a keen attention to detail and accuracy. Demonstrated ability to work cooperatively and multi-task effectively in an extremely fast paced environment with rapidly changing priorities.
- Valid and current MA Driver's License and a driving record which proves responsible and lawful driving habits.

- Proficiency with Microsoft Office Suite including in-depth experience with social media including, but not limited to Twitter, Facebook, Mailchimp, Wordpress.
- Ability to successfully pass a background check including fingerprinting and Criminal Records (CORI) check.
- Demonstrated ability to work effectively with diverse constituencies and ensure a culturally relevant and sensitive approach.
- The position requires adaptability, diverse perspectives and the ability to collaborate and appreciate others viewpoints.

**Physical Demands:**

The work is performed under typical office conditions. Noise levels can be loud. The employee is required to drive, sit, stand, walk, reach, hear, feel and talk; to lift objects up to 40 pounds; sit for prolonged times and operate computers and similar electronic equipment; have close, distance, and peripheral vision, depth perception and the ability to adjust focus.