



Eastern Band of Cherokee Indians

DIRECTOR - INFRASTRUCTURE & PUBLIC FACILITIES

Position Description

Program:	Water Treatment	Reports to:	Secretary of Operations
Division:	Operations	Position Number:	981713002
Classification:	Exempt	Revision Date:	10/01/2022
Pay Level:	19	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EB CI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

The position requires extensive skills and accreditation in the fields of public infrastructure management. Areas of operation include water, wastewater & solid waste, roads maintenance, infrastructure planning and construction, financial and personnel management, public interaction, planning, budgeting, operations, contracts, construction management, government to government communication, public health and safety, and regulatory compliance. The Director shall insure the safety and confidence of the public through compliance with federal and state regulations for public roadway construction, water system operations, wastewater treatment and discharge, treatment, and disposal of process wastes (bio-solids), safe disposal of hazardous and solid wastes, and the safe handling of toxics or hazardous recyclables.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Responsible for budget administration and forecasting for all programs within the Infrastructure and Public Facilities Department, including fee for service programs, which are sustained by revenue from sales and services to the Tribal residents and businesses.
- Responsible for budget administration and forecasting for capital improvements projects that are designed to maintain Tribal roads and bridges, public water, sewer, solid waste, and Tribal facilities. Develops and administrates budgets in coordination with program managers and authorizes payment of funds for services rendered in concurrence with the Balanced Budget Act.
- Oversees fiscal management/controls, financial analysis, inventory controls/tracking, and vendor contract management.
- Oversees fiscal management and accountability in a "fee for service" environment for utilities and solid waste programs.
- Serves as primary contract reviewer and technical specialist for service contracts within division.
- Identifies potential funding alternatives and recommends program planning criteria and priorities for inclusion in the budget planning process.
- Oversees purchasing and procurement throughout section to ensure policy adherence and efficient purchasing.
- Pursues various avenues and implements methods to sustain the efficiency of revenue generating operations within the Department which include the Water Treatment Plant, Wastewater Treatment Plant, Water and Sewer O&M, Sanitation, Composting, Recycling and Transfer Station. Pursues potential new revenue streams based on innovation

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and new adaptations of section programs.

- Maintains detailed documentation on the costs of utilities and management and implements evaluations of utilities rates to forecast future rate increases and maintain adequate level of program income.
- Conducts interviews, hires, supervises, trains, evaluates performance, applies progressive discipline, and approves merit increases, vacation schedules, etc., of subordinate staff.
- Ensures required certifications are current and all professional development hours are attained, including engineering license and utilities operator certifications for the incumbent.
- Ensures that all appropriate staff have and maintain water and wastewater operators' licenses, utilities management certifications, commercial driver's licenses, and confined space entry certifications, as needed for the performance of their duties and required by their position descriptions.
- Reviews staffing performance provided by respective program managers; keeps the Secretary of Operations informed of all goals, progress, and problems; meets with program managers to address problems and to develop plans of action; consults with Human Resources Manager on implementation of action plans, goal attainment and any subsequent corrective actions proposed.
- Makes work assignments to program managers when the EBCI implements change or new programs.
- Reviews and implements changes in staffing, organization, planning goals, and major acquisitions of equipment, new systems, etc., with program managers.
- Provides oversight and direction to staff serving on national policy and agency consultation boards and committees for federal and state implementation of regulations, grants, and programs in Indian country.
- Develops and coordinates staff development programs and management training in relation to overall organizational development.
- Coordinates policy/procedure development within programs to ensure effective operations and management of resources and to comply with federal and state regulations governing the operations of public utilities and infrastructure.
- Responsible for accurate and appropriate enforcement and implementation of EBCI Personnel Policy throughout Department.
- Prepares and reviews job analysis/descriptions for management positions and others as needed.
- Develops Strategic Plans for individual programs in collaboration with management staff.
- Performs departmental needs assessments and reports to upper management.
- Develops and supports employee relations initiatives and morale building programs.
- Reviews and evaluates the work of contractors and staff who utilize or develop computer aided analyses and databases, technical memoranda, staff reports, engineering design plans and specifications, and other construction documents.
- Mediates and facilitates conflict resolution between staff, also providing developmental and conflict resolution solutions and programs when needed.
- Consults with program managers and office administration support staff to create goals, timetables, reporting procedures and resource allocation.
- Consults Department program managers and other entities as appropriate to ensure program compliance with applicable fiscal, procurement and safety regulations.
- Responsible for drafting and implementation of management policies and procedures for compliance with regulations for the operation of public utilities.
- Responsible for compliance with all aspects of the Safe Drinking Water Act, The Clean Water Act, and the Resource Recovery and Conservation Act as they pertain to water, sewer, and solid waste facilities on Tribal lands.
- Responsible for water and sewer system permits and permit renewals as well as compliance with all conditions of permits related to withdrawal or discharge of waters from or into streams on Tribal lands.
- Responsible for reporting to the appropriate regulatory agencies all testing results, production, overflows or other information that is required by policy, statute or regulation to maintain compliance in the operation of water, sewer and solid waste systems.
- Assists in asset management and the evaluation of roads and bridges, Transportation Improvement Plan (TIP), utilities infrastructure, buildings and solid waste handling facilities for purposes of replacement, upgrade or regulatory compliance.

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- Drafts plans in cooperation with program managers for upgrades or replacements to facilities and develops budgets and scheduling for implementation of plans.
 - Develops supporting documentation and recommends capital improvement projects to the Secretary of Operations, identifies, and prioritizes capital improvements through observation and from information provided by program managers, community members, elected officials, and business and civic groups. Consults with recognized experts for technical and funding advice and overall guidance as necessary; once project is agreed to and funded, progress is monitored, and regular reports are made to the Secretary of Operations; problems are identified, and corrective actions recommended.
 - Strives to ensure balance in providing community services through capital improvement and other construction related projects while also advocating and implementing practices that promote the continued growth of the local economy with environmentally responsible solutions.
 - Works alongside staff who are involved in conflict resolution with Contractors, Tribal Programs, etc.; coordinates with the Legal Department as necessary to resolve right-of-way concerns, and other project or resource management actions taken.
 - Prepares or directs the preparation of grant applications, engineering or other technical reports and project recommendations.
 - Reviews and communicates project schedules and facilitates coordination with other stakeholders.
 - Reviews bidding and estimating documents related to projects.
 - Provides signatory approval for the assignment and approval of engineering plans and specifications for the construction of public utilities improvements, solid waste, or facilities; manages preliminary design studies to determine the most economical and satisfactory type of management mechanism.
 - Oversees contract execution and adherence to EBCI contracting policies.
 - Ensures compliance with Tribal Employment Rights laws.
 - Works with program managers and Secretary of Operations to facilitate dispute resolution within the section or with outside entities such as government agencies or Tribal contractors.
 - Meets with federal and state regulators, inspectors, county, state, and other officials to ensure continued compliance of public infrastructure and facilities and resolve any problems that may exist on a government-to-government level.
 - Coordinates projects with other departments or teams, consultants, developers, and property owners.
 - Ensures regulatory compliance for Tribal public infrastructure that may be required by the Safe Drinking Water Act, the Clean Water Act, Resource Recovery and Conservation Act or the local building code.
 - Provides a line of communication for federal and state regulators to programs within the section.
 - Provides a positive public image of the Eastern Band of Cherokee through representation at meetings, forums, public appearances, events, and fund-raisers.
 - Provides detailed technical reports and summaries to Tribal Council on a regular basis, including operational concerns, project status, budget details, professional opinions, Tribal code interpretations, community reports, public safety concerns, and general information as needed.
 - Coordinates public outreach with regard to project impacts, needed public assistance, Tribal code changes, management plan development, etc.
 - Participates in USET meetings and workgroups as well as government agency consultation groups to communicate and coordinate areas of concern with other Tribal nations
 - Oversees management of multiple programs within the department that are revenue dependent, including, Water Treatment Plant, Wastewater Treatment Plant, Water and Sewer O&M, Solid Waste, Transfer Station, Composting and Recycling which generate and depend on over \$2,900,000 in outside revenue annually.
 - Develops business plans and operational initiatives to increase revenue to meet demands and needs of EBCI and the public.
 - Forecasts expected upturns or shortfalls in revenue with regard to economic status and uncontrollable catalysts.
 - Identifies market expansion opportunities and implements plans to capitalize.
 - Implements innovative billing and accounting systems to adequately track and facilitate transactions.
 - Monitors and assesses efficiency of operations to reduce overhead.
 - Oversees bidding/estimating of service and revenue generating opportunities.
 - Coordinates customer service training within programs.

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- Facilitates profit margin analysis and implement fee structures as needed.
- Ensures quality control mechanisms are adequate and in place.
- Oversees customer contract negotiations.
- Assesses grant opportunities for program development and assists in the preparation and application of grant documents on behalf of programs in the section.
- Reviews and submits reports, both project status and financial.
- Seeks funding for approved initiatives through outside sources.
- Coordinates with EBCI Commerce Division and Budget and Finance, with regard to planning and budget related economic growth opportunities that could impact the public utilities.
- Works closely with the Natural Resources program and the Tribal Historic Preservation Office to promote holistic interdisciplinary approaches to environmental, cultural, and natural resource management and protection while improving or expanding capacity or service area of the Tribal public utilities or facilities.
- Ensures all associated staff members are certified as required by Tribal, Federal, and local agencies to perform functions of operating public water supplies, wastewater treatment systems or public facilities.
- Must stay abreast of evolving regulations and laws and maintain working relationships with partner agencies such as, USEPA, FEMA, BIA, USDA, IHS, NCDENR and others.
- Performs any additional functions as delegated by the Secretary of Operations.
- Works on specific initiatives driven by leadership as necessary.
- Coordinates and facilitates resources to assist in crisis management and emergency situations, such as natural disasters, public safety hazards, etc.
- Performs various public speaking duties to organizations, federal agencies, states, tribes, etc.
- Participates in agency consultation workgroups, policy-making initiatives and other committees as warranted and directed by the Secretary of Operations.

Scope of Supervision:

Supervision consists of duties including life safety, public safety, budget, personnel issues, program goals and objectives, and more. The mission of the public works programs is improved and safe public infrastructure and buildings. The incumbent shall provide oversight, direction and corrective action to situations and incidences that compromise the safety of staff and the public. This change may include staff assignments, outside work relationships with agencies and individuals, and resource allocation and utilization.

The incumbent is accountable to the Secretary of Operations. The incumbent provides the Secretary with information and communication to keep the Tribal Leadership well informed. The incumbent will be evaluated/reviewed by the Secretary of Operations based on established performance objectives, performance standards, and by evaluating performance on a periodic basis.

MINIMUM MANDATORY QUALIFICATIONS

- Experience:** Seven (7) years of related experience required. Experience working with and management of public water supplies and/or wastewater treatment systems, and/or roads maintenance and infrastructure planning and construction, requirements and regulations for treating potable water and the treatment of wastewater, and 5 years of management and supervisory experience.
- Education:** Bachelor's Degree in related field required.
- Licenses & Certifications:** Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

*Position Description***Key Job Knowledge:**

- Technical knowledge specific to the treatment of water and wastewater which directly correlates to the safety and well-being of the general public.
- Knowledge of the functions, responsibilities, policies, and goals of the Operations division and programs.
- Knowledge of Tribal purchasing policies, records management, asset management principals, data collection and management of information systems (i.e., IHS-SDS lists, EPA Information Exchange Network, etc.), to supervise the activities of the division and their policies, procedures, organization, and performance standards.
- Ability to read, analyze and interpret common scientific and technical documents, financial reports and legal documents, safety rules, operating and maintenance instructions, and procedures manuals.
- Ability to write technical reports and correspondence.
- Ability to effectively present information to the Tribal Executives, Tribal Council, federal and state partners, grant awarding officials, Secretary of Operations and the general public.
- Basic understanding of RIFDS Inventory system
- Ability to apply principles and logical or scientific thinking to a wide range of intellectual and practical problems.
- Must have thorough understanding of master planning, project management, contracting, grants administration, and Federal/Tribal procurement regulations.

Safety/Accuracy Focus:

The effect of the work required in this position is directly reflected in the public health and safety of the general public as well as the protection of the Tribe's environmental resources. Accurate recording and reporting are necessary to comply with agency permits and federal statutes. Inaccurate recording or reporting could impact environmental quality, tourism, economic development, and the general quality of life of tribal residents. An extremely high level of accuracy is required when performing environmental, construction and engineering oriented oversight and evaluating and analyzing information including financial data and completing paperwork. Incorrect procedures could have significant implications with more serious failures compromising natural resource integrity, grant awards and in some cases, employee and public health or safety.

Key Relationships:

Must communicate on a daily basis with Federal, State, and local agencies and other Tribal divisions and programs. Frequent contacts related to the implementation of various policies, regulations or programs are required to ensure proper program directions for statutory compliance and completion of goals and objectives. Contact with other organizations including state, federal, and local government regulators is required. The incumbent must be comfortable with preparing and presenting both oral and visual presentations that are necessary to communicate program specific information to a wide variety of individuals and organizations. Incumbent must ensure fairness and equality when dealing with all levels of employees, vendors, and community members. Must communicate with State, Regional and National committees regarding impacts to tribal operations from proposed changes in regulations or policy.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. The incumbent must demonstrate the initiative to research options and the resourcefulness to implement many operational plans and systems as follows:

Water distribution and Sewage Collection system operation and maintenance plans as required by the USEPA under the regulations of the Safe Drinking Water Act and the Clean Water Act respectively:

Pump station operation and maintenance, hydrant flushing and unidirectional system flushing, cleaning and video logging sewer lines, valve exercise programs, hydrant maintenance, emergency response procedures, confined space entry and employee protection and personal safety.

- Water and Wastewater Treatment Facilities
- Plant flow records
- Chemical storage and ordering management/policies
- Asset management of major components
- O&M plans and records management for all major asset components

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- Employee protection and personal safety
- Permit limits and testing results
- Monitoring and sampling plans for compliance with regulations
- Solid Waste/Recycling/Composting/Transfer Station
- Operating procedures for adequate disposal
- Testing and compliance policies
- Asset management of major components
- Operation and maintenance schedules for all major assets
- Employee protection and personal safety
- Solid waste handling tracking and scale-house operations
- Tribal Construction
- Cherokee Department of Transportation
- Tribal Building and Health inspections

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. The incumbent is responsible for highly confidential material including personnel records, government reports, financial information, bid documents and more. The incumbent has access to all program memorandums, grant agreements, and other Tribal correspondence considered confidential. A high degree of discretion must be used when considering what information should be shared. Must adhere to Tribal confidentiality policies while performing job duties.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. The level of complexity can vary from conducting simple planning sessions and meetings to engineering calculations and chemistry related to chemical dosages and water and wastewater treatment rates. A thorough knowledge of treatment processes and how they work together to provide safe and sanitary water or treated wastewater is needed to speak with authority about concerns or issues in the public works arena. A knowledge of solid waste management practices to maintain efficient operation and transport of solid waste from residential and commercial locations to final disposition at a landfill. Managerial and administrative skills are required to direct staff and budgets in a productive and efficient manner. Communications with federal and state agencies as well as Tribal leaders or staff in regard to work progress and milestones. Drafting of technical reports, scopes of work, requests for proposals or quotes, specifications, policies etc. People skills are required to effectively supervise staff members to achieve program goals. Annual and project-oriented budgets with attendant justifications have to be compiled by the incumbent while communicating with a myriad of entities on a professional and technical level. The technical level of expertise can be considered more diverse than that required by most similar professional positions. A working knowledge of computer operating logic and specific software manipulation is used on a daily basis.

PREFERRED QUALIFICATIONS

Experience in building management and solid waster management and knowledge of treatment processes and technology preferred. The following certifications are preferred: OSHA Confined Space Entry and 10 Hours in Construction Safety, North Carolina Certifications – Utilities Management, Surface Water Treatment Operator, Water Distribution Operator, Call Collection System Operator, and Wasterwater Treatment Plant Operator.

WORK ENVIRONMENT

Work Environment: Most work activities are performed in a standard size office including typical office equipment. A portion of work activities will be performed outdoors. The physical risks to performance in this position are standard risks associated with extended time spent in an office environment and the outdoor risks of sprains, strains, insect and animal bites, exposure to the elements.

Mental/Visual/Physical Effort: Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. Concentration varies from moderate to intense depending on the task. While performing job duties, the incumbent is routinely

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required to walk, sit, stand, climb, bend, crawl, reach with both hands and arms, speak and hear. The incumbent is required to perform physical activities associated with this position with a considerable amount of time spent at a computer terminal or in project meetings. Some time outdoors will be required gathering data, visiting work sites and other related media sites with contractors, vendors and staff.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Director - Infrastructure & Public Facilities** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date