

**DEPARTMENT OF NATURAL RESOURCES
POSITION DESCRIPTION**

Working Title: Policy and Program Operations Director, Remediation and Redevelopment Program, Division of Environmental Management

Classification: Natural Resources Manager

Position Summary: This position serves as the lead policy and program operations director in assisting the Director of the Remediation and Redevelopment Program. In the absence of the Program/Bureau Director and in conjunction with the Program's Field Operations Director, this position represents the Department in external contacts with the Governor's Office, the legislature, local government leaders, federal agencies such as the United States Environmental Protection Agency (EPA), regional and national remediation and redevelopment-related organizations, and a wide variety of public groups, private businesses, and associations. The Policy and Program Operations Director provides day-to-day supervision of the Program's section chiefs and the Program Support Supervisor. This position oversees the implementation of all policy, planning, personnel and budget activities associated with the RR program's policy and program operations activities. This position serves on the Remediation and Redevelopment Management Team.

Reports to: This position is supervised by the Remediation and Redevelopment Program Director in the Environmental Management Division. The position is responsible for supervising, directing, managing and supporting Remediation and Redevelopment section chiefs in Central Office and the Program Support Supervisor located in Milwaukee.

Location: This position is located in the Central Office of the Department of Natural Resources in downtown Madison, Wisconsin.

Travel Requirements: The position occasionally travels throughout the state and occasionally nationally.

Responsibilities and Outcomes: This position has oversight for the following program areas and is responsible for producing strategic, managerial and leadership outcomes achieved through key work processes and activities.

30% Goal A: Leadership & Management of Remediation and Redevelopment Programs

- A1. Oversee program strategies, scope, and direction in collaboration with Remediation and Redevelopment Leadership and Program staff and with input from partners.
- A2. Sponsor Remediation and Redevelopment program policy workgroups and provide counsel to Program staff.
- A3. Coordinate the development and implementation of major policy initiatives with section chiefs.
- A4. Review guidance for Act 21 compliance; coordinate public review and response of guidance documents.
- A3. Oversee the development of annual business/work plans that detail Program goals, objectives, and measures.
- A4. Develop issue briefs, administrative code proposals, new legislation, etc.
- A5. Direct the preparation of budgets and budget initiatives to accomplish Program direction.
- A6. Provide direction and oversight on technical, managerial and/or administrative matters.
- A7. Provide direction and oversight on development and implementation of administrative rules.
- A8. Triage open records, media and legislative requests.
- A9. Review and coordinate high-profile and sensitive open records requests.
- A9. Serve as Secretary's Letters contacts and coordinate the Program's response.
- A10. Coordinate cross-program/cross-division projects as needed.
- A11. Working with the Fiscal and Information Management Section Chief, develop and manage a system to track the program budget and other resources.
- A12. Provide direction related to all aspects of public and program policy development in the Remediation and Redevelopment Program.
- A13. Establish priorities with the Program/Bureau Director to allocate personnel and financial resources, physical resources, balance workload, and develop and maintain performance measures.

25% Goal B: Remediation & Redevelopment Program Talent Development & Supervision

- B1. Ensure that a clear vision and direction for all Program staff and managers is established including how they will succeed.
- B2. Oversee the development of achievable work plans for each direct report.
- B3. Ensure strong, effective, trust-based relationships exist with each direct report.
- B4. Provide guidance and mentoring on policy matters.
- B5. Provide guidance and support to Program leadership on personnel matters.
- B6. Monitor and track performance of direct reports to ensure accountability.
- B7. Develop a succession plan for the Program to ensure bench strength and knowledge management.
- B8. Make recommendations on how to optimally shift resources as workload demands.
- B9. Redirect time and workload of direct reports and section programs to meet emerging needs, consistent with the Program's strategic direction plan.
- B10. Monitor workplace dynamics (i.e. conflict management, respectful workplace) and address areas of under or non-performance and bring to a sustainable conclusion including settling grievances.
- B11. Develop communications to ensure staff are apprised of Program news and changes.
- B12. Adhere to civil service, Department and Division protocols and practices required of classified supervisory staff (i.e. recruitment, hiring, performance reviews, etc.).

20% Goal C: Leadership of Operations Functions

- C1. Strategize on statewide direction, niche, policies and implementation issues.
- C2. Contribute to the Division's strategic direction and maintain integral involvement in decision making and information dissemination processes for the Program.
- C3. Coordinate Program strategic direction planning and work planning.
- C3. Ensure that issues germane to the Remediation and Redevelopment program are effectively integrated into the decision-making processes of strategies, operations and Remediation and Redevelopment Management Team as appropriate.
- C4. Support the Program Director in leading the Remediation and Redevelopment Management Team, ensuring good integration within the Program and with other programs in the Division and Department.
- C5. Lead the Program's process improvement efforts.

15% Goal D: Remediation and Redevelopment Program Performance Management

- D1. Monitor the effectiveness of Program integration and consistent application of policies and procedures.
- D2. Sponsor Program pilots, evaluation studies, surveys/feedback projects, and staff training initiatives.
- D3. With leadership, identify customer service related initiatives, activities, etc. to ensure responsiveness and enhance delivery of products and services.
- D4. Direct Remediation and Redevelopment Program performance measurement initiatives.
- D5. Direct the preparation of required reports at the established intervals to track performance progress.

10% Goal E: Remediation and Redevelopment Program Communications & Partnerships

- E1. Contribute to the Remediation and Redevelopment Program's communication strategy for internal staff and external partners.
- E2. Sponsor teams, projects, working groups, ad hoc groups, committees, etc. to advance the

- awareness for the Program's goals.
- E3. Represent the Department's interests by serving on or working with other programs, divisions, other agencies, partner groups, and elected officials to gain understanding and support for Program objectives and to advance the Division's and Program's strategic direction.
- E4. Assess potential new partnership strategies and make recommendations to Program and Division leadership.
- E5. Assess current strength and effectiveness of existing partnerships and implement changes as appropriate.

Knowledge, Skills & Abilities:

- Skills in leading teams comprised of managers, supervisors, and staff.
- Skill in the development and implementation of policy and procedures, including monitoring and evaluation, common to the operation of a major program.
- Skill in budget management procedures and practices, including allocation and monitoring of fiscal and other resources, to insure the operation of a major program.
- Skill in the techniques and procedures used to monitor, audit and evaluate management activities at different scales of complexity.
- Skill in public policy development and implementation.
- Knowledge of all aspects of the Remediation and Redevelopment Program's business functions.
- Knowledge of other DNR programs as they pertain to the work of the Remediation and Redevelopment Program.
- Knowledge of State statutes, administrative rules, guidance, policies, applicable to the Remediation and Redevelopment Program.
- Knowledge of DNR specific policies and procedures pertinent to the Remediation and Redevelopment Program.
- Ability to manage a program within a decentralized organization, including policy development, interpretation, implementation, monitoring and evaluation.
- Skilled in administrative and management roles including strategic planning, resource allocation and monitoring, budget management, contracting procedures, and human resources policies and procedures.

Physical Requirements and Environmental Factors

Strength requirements for the position are on a continuum:

Sedentary work (exerting up to 10 pounds of force occasionally and/or a negligible amount of force) for 100% of the time.

Physically, the position has no physical requirements; however sitting will be over 75% of the time

Environmentally, the position will spend approximately 75% of the time indoors.

Equipment Used in Performing the Position

Computer including word processing, spreadsheet, database, and multimedia presentations software. Telephone, photocopier and calculator.