

CLASS TITLE:

**CHIEF OF TECHNICAL
AND CUSTOMER ASSISTANCE
(DEM)**

Class Code: 02516800

Pay Grade: 38A

EO: A

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To plan and administer a comprehensive statewide assistance program comprised of customer and technical assistance for all regulatory processes under the jurisdiction of the bureau of Environmental Protection within the Department of Environmental Management; to do related work as required.

SUPERVISION RECEIVED: Works under the broad direction of the Associate Director for Environmental Protection with wide latitude for the exercise of independent judgement and initiative in carrying out the objectives of the program; work is reviewed and evaluated through periodic reports and conferences for results.

SUPERVISION EXERCISED: Plans, organizes, coordinates, supervises and evaluates the work of professional, technical, sub-professional and others engaged in the program.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To plan and administer a comprehensive statewide assistance program comprised of customer and technical assistance for all regulatory processes under the jurisdiction of the Bureau of Environmental Protection within the Department of Environmental Management.

To be responsible for drafting and implementing office policies, rules and regulations.

To supervise staff engaged in the execution of the objectives of the program.

To confer with federal officials and neighboring state officials to implement and coordinate programs.

To direct a public information program disseminating and highlighting the objectives of the program and the assistance available.

To represent the department on statewide boards or commissions in related areas of expertise.

To serve as the Associate Director as directed.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the principles and practices employed to enforce the rules and regulations governing environmental protection; a thorough knowledge of the state laws and regulations as they relate to environmental protection and the ability to interpret and apply such laws; the ability to assist individuals and applicants by coordinating with other programs of the Bureau; the ability to plan, organize, supervise, and review the work of professional, sub-professional personnel engaged in said program; the ability to establish and maintain effective working relationships with federal, state and local officials; the ability to effectively communicate in public the goals and objectives of the program while stressing the importance of environmental protection; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with specialization in environmental, sanitary or civil engineering with sanitary option, chemical engineering or chemistry; and advanced study at the graduate level in sanitary or environmental engineering; and

Experience: Such as may have been gained through: employment in a responsible supervisory position in the field of sanitary engineering with special emphasis on environmental engineering.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

SPECIAL REQUIREMENT: At the time of appointment, must possess a certificate of a Registered Professional Engineer issued by the Rhode Island State Board of Registration for Professional Engineers and must maintain such certification as a condition of employment.

Class Revised: September 27, 1998

Editorial Revised: 3-15-2003