

ASSOCIATE (Intern program)

DEFINITION

Under supervision, Associates participate in a progressive training and development program and provide a variety of administrative, communication and/or programmatic functions to assigned projects or programs. Incumbents may be hired at any level within this job classification series dependent upon experience and the needs of the Agency. However, the program is designed to provide career development to incumbent associates and as such an internal recruitment of existing associates will be conducted prior to an open recruitment process.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned employee which could include any administrative or programmatic staff that have lead or supervisory authority. Associates I through III exercise no direct supervision of staff but can assist with training other Associates including providing oversight and direction. Associate IV positions may supervise lower level Associates, particularly if filling in for vacation or other leave or at the direction of their assigned program or administrative supervisor.

CLASS CHARACTERISTICS

ASSOCIATE I

This is the entry level position where incumbents, depending upon assignment, will master general industry knowledge, best teaching/training practices, and basic customer service and communication skills. Depending on the assignment, first-year associates are exposed to a variety of “best practices,” perform a variety of basic administrative and communication functions and develop an understanding of general industry knowledge.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Duties may include the following:

- Provides a variety of administrative tasks including data entry, filing, basic customer service duties (responding to inquiries) receptionist tasks, and conducting tours (Education Center Associates)
- Depending upon assignment, will assist program or administrative staff with event planning and/or staffing of events
- Assists staff with presentations
- Assists staff with correspondence including drafting letters, performing mail merges, etc.
- Responds to basic recycling (hotline) calls
- Assists with updating recycling and other databases
- Performs other related duties as assigned

ASSOCIATE II

Associates at this level have either progressed from an Associate I or are hired at this more experienced level. Incumbents have at least one year administrative or para professional experience, have basic industry knowledge, will undertake more complex assignments and will perform with less supervision and oversight. Depending on the assignment, Associates at this

level are trained in areas such as ordinance implementation and evaluation, media campaigns, grant management, writing for social media, presenting to multiple stakeholders and community facilitation and engagement.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Duties may include the following:

- Assists with preparing curriculum and training of teachers for student action projects (Classroom Sustainability Associates – CSAs)
- Assists with developing evaluations and assessments
- Schedule tours (Education Center only)
- Responds to more complex inquires (e.g., questions regarding Mandatory Recycling, Benchmark fees, Single Bag Ban, etc.)
- Assists with training other Associates as needed
- Makes presentations at community events
- Assists with providing staff training on various sustainability initiatives and campaigns
- Assists with community outreach promotions
- Assists with analyzing various metrics
- Assists finance or administrative staff with special projects including preparing various spreadsheets and/or researching and gathering information
- Performs other related duties as assigned

ASSOCIATE III

Building on the skills learned as a lower level Associate (or through past work experience elsewhere), Associates at this level undertake a larger role in new project development, perform more complex administrative, programmatic or communication assignments, and take on more lead responsibilities with respect to lower level Associates. Associates at this level have either progressed from an Associate II or are hired at this more experienced level with at least two years of relevant experience. Incumbents at this level function with minimal oversight.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Duties may include the following:

- Coordinates, implements, and promotes assigned waste management/resource conservation programs, projects, and initiatives in such areas as general administration, finance, IT, facilities, environmental education, community outreach, business outreach and assistance, household hazardous waste management or market development
- Provides technical and functional direction to assigned staff; gives work assignments; reviews and controls quality of work
- Manages assigned databases and tracks social media information; updates websites as needed
- Participates in researching, collecting and analyzing data and information for inclusion into staff reports, database and record-keeping systems; conducts surveys; administers evaluation tools; produces reports from database; distributes requested information to appropriate parties in a timely manner
- As assigned, purchases supplies and materials within established guidelines,
- As assigned, performs basic accounting functions including accounts payable and contract and purchase order tracking.

- Performs other related duties as assigned

ASSOCIATE IV

This is the final level in this classification series. Incumbents in this position may supervise lower level Associates, and/or fill in for vacation or other leave as appropriate. Associates at this level have either progressed from an Associate III or are hired at this more experienced level with at least three years of relevant experience. Incumbents at this level function independently within the project team structure. This class is distinguished from the Associate III in that this position is responsible for more complex and higher-level program activities, and has technical expertise in one or more program areas.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Duties may include the following:

- Similar to the duties described for the Associate III, but as outlined above, performed in a lead capacity. Assignments are more varied and complex and are performed with greater independence and discretion.
- Manages simple grants or components of more complex grants
- Performs other related duties as assigned

QUALIFICATIONS

Depending upon the assigned area, Associates at all levels (unless noted below) are expected to have knowledge of:

- Instructional and training methods and techniques
- Principles and procedures of record keeping and reporting
- English usage, spelling, grammar, and punctuation
- Technical and highly specialized functions of assigned program area
- The Authority's policies, procedures, operations, and programs
- General recycling and environmental protection concepts and related laws and regulations
- Standard and accepted waste management/environmental protection methods and techniques
- Instructional and training methods and techniques
- Methods and techniques of public relations and customer service
- Program evaluation tools and techniques
- Modern office procedures, methods and equipment including computers and various software packages
- Principles of business letter writing, basic report preparation, and/or data base operations and programming
- Basic principles of accounting (finance only)
- Basic principles of budget development (Associates II and above)

Ability to:

- Interpret and apply the Authority's policies, procedures, operations, and programs
- Understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities
- Independently research, compile, analyze, and prepare a variety of reports
- Independently prepare correspondence and memoranda
- Establish and maintain various data collection, record keeping, tracking, and reporting systems

- Independently organize and prioritize multiple project assignments, timelines, and project schedules in an effective and timely manner
- Analyze situations quickly and objectively to determine proper course of action
- Employ good judgment and make sound decisions in accordance with established procedures and policies
- Operate a variety of office equipment including personal computers and related peripheral equipment and software applications
- Train, provide direction to and oversight of lower level interns (Associates II and above)
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships
- Provide own means of transportation to conduct Agency business
- Evaluate effectiveness of programs and provide recommendations for improvements
- Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others

Education and Experience:

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Associate I: Equivalent to a Bachelors degree from an accredited college or university with major course work in accounting, business administration, education, computer science, environmental studies, communications or a related field. Experience may be substituted on a year for year basis.

Associate II: In addition to the educational requirements (or combination thereof), one year of experience in accounting, business administration, environmental education, environmental studies, computer science, communications or related field

Associate III: In addition to the educational requirements (or combination thereof), two years of experience in accounting, business administration, environmental education, environmental studies, computer science, communications or related field

Associate IV: In addition to the educational requirements (or combination thereof), three years of experience in accounting, business administration, education environmental studies, computer science, communications or related field

Licenses and Certifications:

- Possession of, or ability to obtain, an appropriate valid California's driver's license if required to drive.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle in order to visit various meeting sites (if required); vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Depending on assignment Associates may work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances

other than normal cleaning solutions and equipment. Some Associates may work offsite at tabling events, make presentations or provide training and will encounter working conditions consistent with those venues. Associates assigned to the Education Center work within an industrial site and are exposed to noise, dust and odors normally found at a recycling transfer station.

Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.