

AGENCY DESCRIPTION:

SERCAP is a regional program operating in seven states (Delaware, Maryland, Virginia, North Carolina, South Carolina, Georgia and Florida) to provide training and technical assistance to low-income communities and community based organizations to assist with developing affordable safe drinking water/sanitary waste facilities and other needed services to serve low-income rural residents.

JOB TITLE: North Carolina Technical Assistance Provider (TAP)

SALARY: \$45,000

JOB DESCRIPTION:

Major responsibilities include, but not limited to: provide technical assistance; plan and/or deliver training; perform outreach and networking; program development; perform research and analysis and publish results; administrative duties. Work performed may be in the technical areas of: wastewater, water and solid waste operations, management and financing.

DUTIES:

- *Conduct operation and maintenance evaluations* – work with clients to evaluate the conditions of water and/or wastewater facilities; make recommendations for improvements, disaster preparedness, repairs or staff development.
- *Provide technical assistance* - deliver direct technical assistance and service to clients; develop projects to address community needs and meet grant requirements; work one on one with utility operators, managers or decision makers demonstrating proper techniques used to operate a small utility and maintain facility equipment.
- *Training* - plan, prepare and deliver technical training at various conferences institutes, workshops, clinics or client agencies.
- *Outreach and networks* - participate in networks and associations; form and maintain links between agencies and/or other networks; perform facilitation for clients and funders; maintain current information on environmental programs, policies and regulations; market department and SERCAP programs.
- *Program development* - in coordination with State Manager, Department Director and Director of Planning may participate in development of funding strategies; initiate contacts and identify opportunities; determine scope of work with funders; coordinate, write, develop and submit small proposals; work as a team member on large proposals.
- *Finance* - market and represent SERCAP and the loan fund.
- *Research, analysis and publications* - remain current on applicable government regulations and policies; comment on the impact of proposed regulations and policies; analyze rural development issues and needs; develop policy and technical papers, articles and manuals for SERCAP and other publications.
- *Administrative* - assemble and lead project teams; prepare written reports and documentation of activities; meet reporting deadlines; write articles for publication and newsletter; maintain contact with funders; respond to inquiries as needed.
- *Work plan management* – work with State Manger to develop and/or maintain project work plans; maintain accurate records of progress; monitor implementation and compliance.

QUALIFICATIONS:

Preferred Education and Experience: A combination of experience and education is necessary to qualify for the position. A typical qualifying combination may include:

Experience: Five (5) years of any combination of applicable experience in a public water and/or wastewater utility. This includes: management, water, wastewater operation & maintenance. Experience in a small, medium or large utility is highly desirable. (Education may be substituted for the experience).

Preferred Education: Bachelor's degree or special course work related to the field of water and wastewater. Operator Certification in either wastewater or water in the state where the job is to be performed is highly desirable. (Additional qualifying experience may be substituted for education).

Special Requirements: Drinking water operator certification and/or utility management experience is a plus.

Possession of a valid driver's license and proof of insurance that meets the minimum requirements (\$100,000/\$300,000) of SERCAP corporate liability policy may be required when traveling for business purposes.

Knowledge of:

- Standard office procedures
- Water and Wastewater systems
- Personal computers including word processing (preferably Word), spreadsheet and presentation programs
- English language, grammar, spelling and punctuation
- Federal, state, tribal and local government agencies, programs, issues and regulations related to rural water and wastewater systems and facilities
- Communication, facilitation, mediation and meeting management skills
- Nonprofit, tribal, and local agency and rural community dynamics
- General record keeping practices
- Principles of adult learning

Ability to:

- Use a personal computer at high-level proficiency
- Use spreadsheet, database and presentation programs
- Proofread and edit documents
- Demonstrate a high level of customer service skills
- Work with minimum supervision and handle multiple priorities simultaneously
- Follow detailed instructions
- Use initiative to approach troubleshooting and problem-solving alternatives
- Organize and prioritize work to meet established timelines
- Effectively listen and communicate verbally and in writing
- Perform research and analysis
- Facilitate meetings
- Write and deliver material
- Develop and deliver training for adult learners
- Meet deadlines

Physical Job Requirements:

Light – lifting overhead (25 pounds or less), filing, operating fax machine, operating copier/printer, operating 10-key, data entry (average one hour or less per day per activity)

Moderate – lifting (50 pounds or less), word processing, operating telephone, standing, walking (average two hours per day per activity), airline travel (five days per month average)

Heavy – sitting (average four hours per day) automobile travel (average ten or more days per month)

SUPERVISED BY: North Carolina State Manager

SUPERVISES: N/A

DATE: 3/20/18

To Apply: Please send Resume and Cover Letter to Lisa Banks at lbanks@sercap.org