



MIDWEST ASSISTANCE PROGRAM, INC.

JOB DESCRIPTION **TECHNICAL ASSISTANCE PROVIDER**

Program Description: The program mission is to assist rural communities to improve their environment, quality of life and be self-sustaining by providing technical assistance and training relating to water, wastewater and solid waste. The Midwest Assistance Program, Inc. (MAP) is a non-profit organization serving the nine Midwestern states of Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, North Dakota, South Dakota, and Wyoming. MAP is a partner of the Rural Community Assistance Partnership, Inc. (RCAP).

Supervised by: Regional Field Manager

Classification: IV (Exempt)

Position Salary Range: \$40,000 - \$65,000

Entry Salary Range: \$40,000 - \$47,500

Position Summary: The Technical Assistance Provider will provide training and technical assistance to local rural communities, utilities, tribal, state and federal government agencies to improve or develop water, wastewater, solid waste systems and other related programs or services in our nine-state region. Major responsibilities include: provide technical assistance; plan and/or deliver training; perform outreach and networking; program development; perform research and analysis and publish results; administrative duties; contract management/mediation; assist with codes/ordinances/grants and grants management; promote system operational standards to meet regulatory compliance, cost savings and promote system longevity; draft by-laws, policies, procedures, rate setting and board training. Work performed may be in the technical areas of: water, wastewater and solid waste operations, management and financing, community development and organization.

Principal Accountabilities: Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process. Examples of responsibilities and duties include but are not limited to the following:

PAGE 2 – TECHNICAL ASSISTANCE PROVIDER

- *Conduct assessments* – complete a TMF assessment to determine the real needs of the community/utility. Work with communities to develop a scope of work to include task, time and resources; determine client eligibility for services; coordinate with other MAP staff working in the project area and other technical assistance providers to perform work; follow-up to ensure scope of work is completed.
- *Provide technical assistance* - deliver direct on-site and remote technical assistance and service to clients. Technical assistance may include any or all areas of technical, managerial, and financial guidance, training and assistance to include project planning and management.
- *Training* - plan, prepare, deliver and report technical, managerial, or financial training at various conferences, institutes, workshops, and clinics or for individual communities.
- *Outreach and networks* - coordinate and participate in rural development networks and associations; form and maintain links between agencies and/or other networks; perform facilitation and mediation for and between clients and funders; maintain current information on environmental programs; policies and regulations;
- *Program development* - participate in development of funding strategies, initiate contacts and identify opportunities; determine scope of work with funders in accordance with leadership direction and guidance.
- *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 MAP and other publications.
- *Administrative* - assemble and lead MAP/RCAP project teams; prepare written reports and documentation of activities; maintain contact with funders; respond to inquiries as needed; complete database reporting of work in a timely and accurate manner.
- *Contract management* - develop and maintain project work plans.
- *Other activities as assigned.*

Job Qualifications:

1. Bachelor's Degree preferred. (qualifying experience may be substituted for required education on a year-for-year basis, such as operator certifications).
2. Any combination of applicable experience in environmental policy management, water, wastewater or solid waste facilities development or planning (One year of experience with MAP in another position may qualify as two years of experience.)

PAGE 3 – TECHNICAL ASSISTANCE PROVIDER

3. Advanced personal computer skills are a plus. Must be familiar with Microsoft Office, Outlook, Word, and Excel. Should also be familiar with Adobe Pro. All work is reported through electronic medium.
4. Must be able to communicate effectively in writing reports and articles.
5. Certain positions may require water or wastewater operator certification.

Job Specifications:

Knowledge of:

Federal, state, tribal and local government agencies, programs, issues and regulations related to water, wastewater and solid waste programs and facilities.

Program development techniques

Project management

Nonprofit, tribal, and local agency and rural community dynamics

General record keeping practices

Basic financial fundamentals for communities.

MAP organization and scope of MAP/RCAP program

Various types of clients within the MAP network

Ability to:

Communicate, facilitate, mediate and manage meetings

Listen and communicate orally effectively

Write and present materials both with and without a computer

Perform research and analysis

Develop, deliver and report training

Multi-tasking: Organize and handle multiple priorities simultaneously

Travel ten to fifteen days per month, including some overnight stays

Self-disciplined to work independently effectively

Respond to client needs in a variety of situations

Manage time effectively and efficiently

Be self-motivated

Network effectively

Meet all deadline and suspense's

Special Requirements:

Must possession of a valid driver's license.

Must have dependable transportation available at all times. Travel is a major part of this position.

Must have proof of auto insurance.

Must have access to reliable high-speed internet from home office.

Must have reliable phone service from home office. (land line or cell)

Some outdoor activity may be required at times.

Must be able to do minimal lifting (files, office supplies, etc.).

PAGE 4 – TECHNICAL ASSISTANCE PROVIDER

Physical Requirements:

1. A person in this position must be able to hear, read and speak English clearly.
2. Must be able to travel by auto and air for various meetings (travel time could be up to 8 hours in a day).
3. Out-of-office travel of several days per month may be necessary, including overnight travel.
4. Minimal lifting (files, office supplies, etc. not to exceed 55 pounds).

Other: Fringe benefits may include health, life, dental, vision, disability, paid time off, federally recognized holidays and retirement program. Travel and per diem are reimbursed at established agency rates.

EQUAL EMPLOYMENT OPPORTUNITY

10/03
10/04 Salary Adjustment
10/05 Salary Adjustment
10/06 Salary Adjustment
4/10 Update & Salary Adjustment
5/2011 Updated
8/2015 Updated