

Sally J. Jones

1003 East Dill St., Dawill, WI | jones@comcast.net | 988.224.6865

Protecting the environment | Empowering talent | Championing improvements



SENIOR MANAGER | ADMINISTRATOR

ENVIRONMENTAL QUALITY

Committed, collaborative senior manager with 20+ years experience in strategic planning, communications, human resource management, budgeting, and compliance assistance. Servant leader with ability to see the big picture, recognize talent, build partnerships and promote good governance. Good Government Champion with talent for motivating colleagues, facilitating groups, building strong relationships, and protecting the environment while balancing economic development needs.

PROFESSIONAL EXPERIENCE

Wisconsin Department of Environmental Quality, Madison, WI

1997–Present

With 2100 employees, the Wisconsin Department of Environmental Quality (DEQ) promotes wise management of Wisconsin's air, land, and water resources to support a sustainable environment, healthy communities, and vibrant economy.

Senior Manager and Administrator with significant experience leading world-class environmental protection initiatives. Promotion through a series of increasingly responsible positions based on strong performance in innovative project/program execution and management, talent development, customer focus, and process improvement.

Unit Chief (Environmental Manager), Office of Environmental Assistance, Compliance Assistance Unit and Customer Service Unit (2011–Present)

Manage and lead 10 staff Compliance Assistance Unit team and set vision, goals, strategies, and tactics with exceptional results. Selected accomplishments:

- Saved unit \$100,000/yr. by replacing Call Center software through vision and leadership.
- Expanded Call Center knowledge of FAQs for entire DEQ, creating efficiency and increased customer satisfaction.
- Optimized performance of all CAU procedures through Lean Process Improvement. Examples:
 - Reduced referral of pollution emergency calls to average of 6 minutes.
 - Reduced facility compliance verification times 100%+.
 - Reduced mistakes in manual processing of FOIA requests 50%.
 - Reduced completion of customer survey reports 125%.
- Led Wisconsin Business One Stop Decommissioning Team, developing work plan within one-half a day.
- Provided vision for the development of group norms, decreasing conflict and improving focus in Unit.

Compliance Assistance Specialist, Office of Environmental Assistance, Compliance Assistance Unit (2000–2011)

Effectively implemented compliance assistance to help regulated community with water/wastewater regulations, Environmental Audit Privilege & Immunity Program, and Permit Coordination Program – encouraging business growth.

Selected accomplishments:

- Developed set of facts sheets to document naturally occurring phenomena, gaining credibility and reducing calls.
- Improved customer service by creating FAQs for website and training Call Center Operators.
- Developed Permit Spreadsheet with all information about each permit program within DEQ within 8 months.
- Assisted other State of Wisconsin departments with gathering of information for Wisconsin Business One Stop, and collaboratively supplied our DEQ template for their use.
- Acquired 4 additional positions (subsequently eliminated) by championing process improvements and efficiencies.

Enforcement Specialist, Surface Quality Water Division, Enforcement Unit (1997–1999)

Successfully negotiated contested cases and enforcement actions on wastewater discharge permits, gaining specialized knowledge of administrative law. Selected accomplishments:

- Coordinated case forcing mobile home park to install critical equipment to prevent poisoning of animals downstream of discharge.
- Pushed settlement of cases between Dow Chemical and General Motors related to permit condition challenges.

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ADDITIONAL CAREER EXPERIENCE includes positions as Field Inspector (DEQ), and Aquatic Biologist (DNR).

EDUCATION

Lean Process Improvement Greenbelt , Oakland University, Rochester, MI	2013
Master of Public Administration , Northern Michigan University, Marquette, MI Honors: <i>Most Outstanding Public Administration Graduate of the Year</i>	2003
Bachelor of Science in Fisheries and Limnology , University of Wisconsin, Madison, WI	1990

TECHNOLOGY

MS Office Suite | Adobe Professional | TRIM Document Content Management System | Firefox | Camtasia | DCDS
HRMN | NEO GOV | Windows 10 | Explorer

CERTIFICATIONS | PROFESSIONAL DEVELOPMENT | AWARDS

Advanced Facilitative Leadership Certification	2014
Dr. Phau's Executive Speaking	2013
State of Wisconsin, Quality of Life Leadership Academy	2013
Facilitative Leadership Certification	2012
State of Wisconsin, Lean Process Improvement Boot Camp	2011
Public Speaking 101, Toastmasters Success Communication, and Leadership Series	2011
Civil Service Training: Managing Stress	2010
Supervisor Academy Series, Department of Natural Resources and Environment	2010
Media Training	2010
DEQ Director's Award – Outstanding Employee of the Year	2009
DEQ Director's Award – Outstanding Employee of the Year	2004

SAMPLE PUBLICATIONS | PRESENTATIONS

Department of Environmental Quality Public Involvement Handbook. (2005) Online Location: http://catalog.lib.msu.edu/record=b4901768~S37a	
Combined Sewer Overflow and Sanitary Sewer Overflow Annual Report Series, (9/02–9/12), (report compiler and primary author; tables compiled by Water Resources Division) Online Location: http://cdmresolver.worldcat.org/oclc/86076227/viewonline	
Wisconsin's Guide to Environmental, Health and Safety Regulations Guidebook Series, Chapter 3, Wastewater (6/01–6/10) and Chapter 10, Drinking Water (4/04 to 6/10) Online Location of Current Version: http://www.Wisconsin.gov/deq/0,1607,7-135-3310_4148-15820--,00.html	
Environmental Audit, Privilege and Immunity Annual Report Series (2005-2006 to current) Online Location: www.Wisconsin.gov/deq/0,1607,7-135-3307_3666_4135-10942--,00.html	
Environmental Audit, Privilege and Immunity, Wisconsin Environmental Compliance Conference Series	2012
Environmental Audit, Privilege and Immunity, Wisconsin Environmental Compliance Conference Series	2010
Naturally Occurring Phenomena, Wisconsin Spills Conference	2010
Self-Assessment and Environmental Audit Program, Wisconsin Environmental Compliance Conference Series	2008
Wastewater Regulations 101, Wisconsin Environmental Compliance Conference Series	2006
Environmental Audit and Groundwater Discharge Permit Compliance Initiative, MECC Series	2006
Electronic Reporting for Wastewater Discharges, MECC Series	2004
Wastewater Regulations 101, MECC Series	2004
Wastewater Regulations 101, MECC Series	2002
Industrial Storm Water Program, Midwest Safety Conference	2000