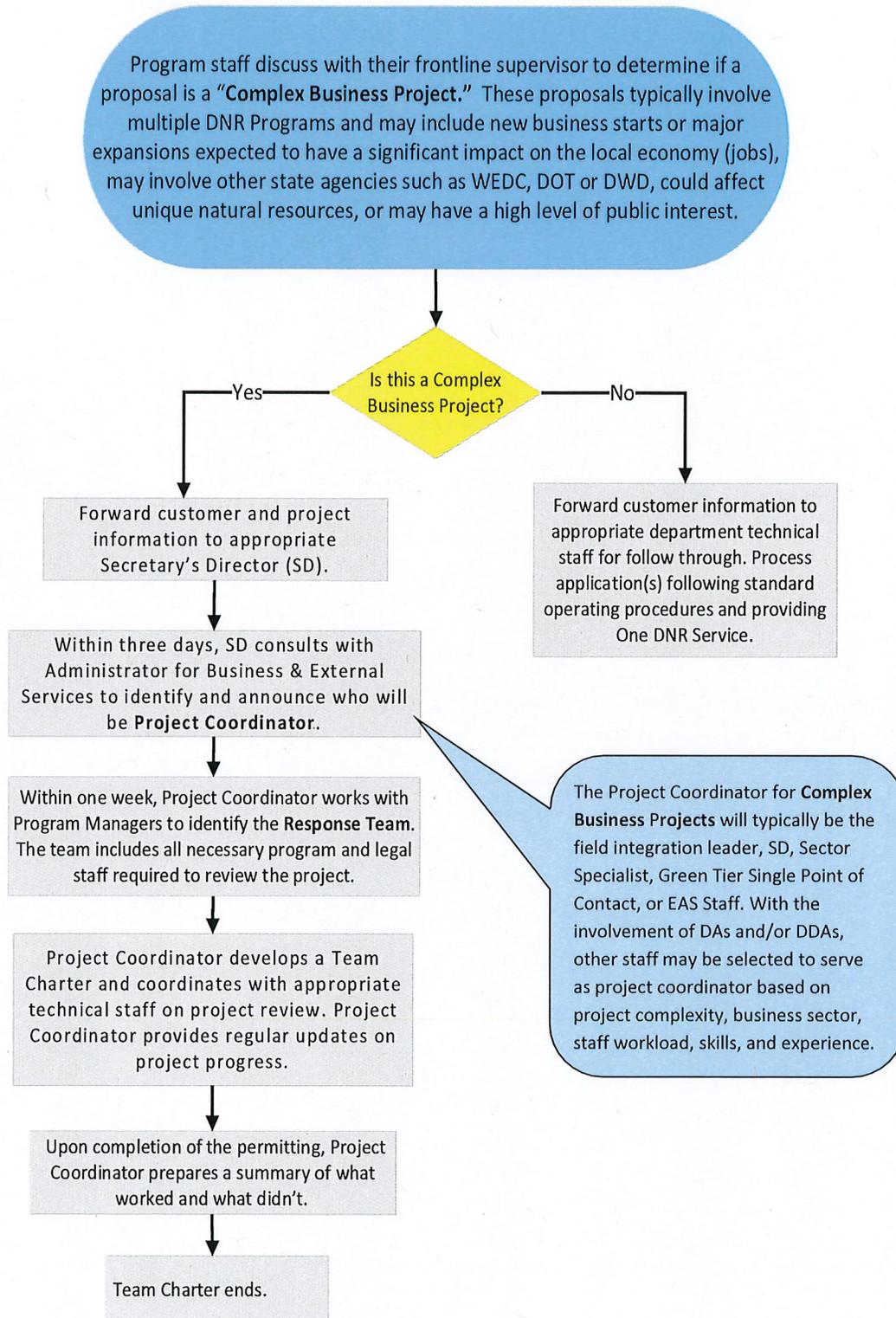


# Coordination for Complex Business Projects



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## Roles & Responsibilities

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|--|---|
| <p><b>Secretary's Directors</b></p>                                | <p>Serve as the principle DNR ambassador with the business community in his or her area.</p> <ul style="list-style-type: none"> <li>• Directly engage with businesses seeking to locate in Wisconsin or expand their operations.</li> <li>• Participate in business organizations, councils, chambers and interface with elected officials.</li> <li>• Serve as an initial point of contact directing businesses to DNR resources and for complex projects, ensuring timely assignment of a Project Coordinator and Response Team.</li> <li>• Assist in facilitating issue resolution and communication to promote a satisfying experience for the customer.</li> <li>• May serve as Project Coordinator</li> </ul>   |
| <p><b>Project Coordinator</b></p>                                  | <p>Responsible for coordinating the review and communication for assigned priority projects.</p> <ul style="list-style-type: none"> <li>• Serve as the primary DNR point of contact for the customer.</li> <li>• Proactively work with the customer on the front end to ensure "readiness" for a "pre-application" meeting with key DNR staff.</li> <li>• Prepare a charter for the response team ensuring all key staff experts are involved.</li> <li>• Schedule and facilitate internal and external meetings.</li> <li>• Maintain regular communication with status updates to affected programs, the SD, and the BES administrator.</li> <li>• Maintain external communications with the customer and other state and federal agencies.</li> <li>• Coordinate clear, multi-program correspondence with a goal of minimizing back-and-forth with the customer.</li> <li>• Ensure records and files are properly maintained.</li> <li>• Serve as a coach by asking questions of the Response Team to facilitate scientifically sound options, ensure holistic thinking, and promote problem solving, consistency, and compliance with the law.</li> <li>• Elevate issues that cannot be resolved at the team level in a timely fashion.</li> <li>• Assure timely and coordinated action on permits, approvals and decisions.</li> <li>• <b><i>The Project Coordinator does not make program decisions outside their assigned program.</i></b></li> </ul> |
| <p><b>Bureau Directors, Deputy BDs, &amp; Program Managers</b></p> | <p>Responsible for workload management, consistency and conflict resolution.</p> <ul style="list-style-type: none"> <li>• Adjust staff workload and priorities to accommodate work on complex projects.</li> <li>• Work collaboratively with management team members to assign staff and resources to projects.</li> <li>• Provide assistance, guidance and decision-making when necessary.</li> </ul>  |
| <p><b>Response Team Members</b></p>                                | <p>Serve as the technical or sector expert and decision-maker for the assigned program.</p> <ul style="list-style-type: none"> <li>• Work to prioritize complex projects ensuring program staff actively participate, and timelines and commitments are met.</li> <li>• Work collaboratively to problem solve, review and issue necessary decisions.</li> <li>• Responsible for following the law, using sound science and practicing common sense to make decisions.</li> </ul>  |

