



ASSISTANT GENERAL MANAGER

DEFINITION

Under administrative direction, assists in directing, planning, organizing, and managing District functions, including, but not limited to, Engineering, Operations, Human Resources, and Public Outreach; assists the General Manager with carrying out the Board of Directors' policies, programs, and long-term operating strategies; represents the Board's policies and programs with employees, community groups, and the general public; reviews District operations and prepares recommendations for improving efficiency; coordinates District activities with a variety of private and public agencies; provides highly responsible and complex professional assistance to the General Manager in areas of expertise; serves as acting General Manager in his/her absence as assigned; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department director classification that directs, oversees, and participates in carrying out the Board of Directors' policies, directing district staff and operations, overseeing District expenditures, and overseeing assigned programs and activities of the District. This class provides assistance to the General Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for Engineering, Operations, Human Resources, and Public Outreach functions of the District.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the District; establishes, within District policy, appropriate budget, service, and staffing levels; assists in the formulation and proposal of plans, policies and programs to the Board of Directors.
- Assists the General Manager with the development, management, and administration of the District's budget including the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments as necessary.
- Selects, trains, motivates, and directs District personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance

evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.

- Contributes to the overall quality of the District's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Monitors legal, regulatory, technology, and societal changes and court decisions that may affect the work of the District; determines equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine District needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Assists in the oversight of construction, maintenance, and operation of the District's water and wastewater systems.
- Assists in the development of a comprehensive Capital Improvement Plan.
- Maintains a close working relationship with the Board, Board committees, the District's legal counsel, auditor, and other consultants who advise the Board.
- Manages, oversees, plans, and directs all activities and functions of the Engineering and Operations Department including the design and construction of water and sewer utility improvement projects, capital and development project management, and oversight of contracted work for professional engineering, survey, and inspection activities; manages Human Resources and Public Outreach staff, programs, and functions.
- Assists in the oversight and preparation of Board agendas and staff reports; assists in directing the implementation of policy and procedural modifications.
- Reviews and analyzes potential water needs, available water supplies, and the state of technology related to water and wastewater systems.
- Represents the District and establishes effective working relationships with other public agencies, regulatory bodies, contractors, consultants, civic groups, District staff, the Board of Directors, the general public, and related individuals or organizations; attends a variety of board, committee, civic, and commission meetings; explains programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to the Board of Directors and a wide variety of committees, boards, and commissions.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of municipal water and wastewater services.
- Directs, through subordinate staff, the maintenance of working and official departmental files.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the General Manager.

- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Serves as a spokesperson for the District at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the organization.
- Principles, practices, and procedures of public administration in a special District setting including administrative analysis, fiscal planning and control, and policy and program development.
- Functions, authority, responsibilities, and limitations of an elected Board of Directors.
- Current theories, principles, procedures, practices, laws and trends in the water and wastewater service industry.
- Organization, operation, and challenges involved in managing special districts.
- Principles, methods, and challenges of administering a water and wastewater system.
- Engineering, water technology, and wastewater related to District operations.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Research methods and techniques.
- Federal, state, and local laws, rules, ordinances, codes, regulations, and legislative processes controlling District functions, programs, and operations including current theories, principles, procedures, practices, laws, and trends in the water and wastewater service industry.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the District.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.

- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new or improved service delivery methods, procedures, techniques and services.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Organize and direct the work of staff to achieve efficient operation and meet strategic and program goals.
- Conduct complex civil engineering projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports.
- Collect, organize, and analyze data on a variety of topics; oversee the preparation of board agendas; communicate effectively during public presentations.
- Provide advice and consultation to the General Manager on the development of ordinances, regulations, programs, and policies.
- Effectively represent the District's policies, programs, and services with individual citizens, community groups and other government organizations; interpret and explain District policies and procedures.
- Skillfully and safely operate a motor vehicle when required while performing work duties.
- Effectively represent the District in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment of filing, record-keeping, and tracking systems.
- Independently organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work; provide excellent customer service and resolve public concerns and complaints.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Bachelor's degree from an accredited college or university with major coursework in business administration, public administration, engineering, or a closely related field.

Experience:

- Eight (8) years of increasingly responsible management and/or administrative experience in an agency engaged in providing water and wastewater services, including four (4) years in a management or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

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 and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer 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.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.