



GENERAL MANAGER

DEFINITION

Under policy direction and in accordance with District ordinances, the General Manager plans, organizes, manages, and provides administrative direction and oversight for all District staff, functions, services, and activities; provides policy guidance and program evaluation to the Board of Directors; coordinates District services and activities among District departments; serves as the District Engineer, Clerk of the Board, and Personnel Officer for the District; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Board of Directors. Exercises direction and supervision to all District staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

The General Manager serves as Chief Executive Officer of the District, accountable to the Board of Directors, and responsible for directing, overseeing, and participating in all activities of the District including carrying out the Board of Directors' policies, directing district staff and operations, overseeing District expenditures, and overseeing all programs and activities of the District. The incumbent is accountable for accomplishing agency-wide planning and operational goals and objectives, and for furthering the District's goals and objectives within policy direction of the Board of Directors.

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 all Mission Springs Water District programs, services, and activities; pursuant to Water Code Section 30850, the General Manager shall: (a) Have full charge and control of the maintenance, operation, and construction of the water-works or water-works system of the District; (b) Have full power and authority to employ and discharge all employees and assistants at pleasure; (c) Prescribe the duties of employees and assistants; (d) Fix and alter the compensation of employees and assistants subject to Board approval.
- 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; formulates and proposes plans, policies, and programs to the Board of Directors.
- Develops, manages, and administers the District's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Contributes to the overall quality of the District 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.
- Provides oversight and direction for Human Resources, Public Information, Information Technology, and Community Outreach programs.
- Maintains full power and authority to employ and discharge employees and prescribe their duties; serves as the District's Personnel Officer; manages District personnel activities, including but not limited to, selection, training, motivating, directing, and evaluating performance, as well as authorizing salary adjustments and resolving employee disputes and grievances; identifies opportunities for employee performance improvement; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Serves as District Engineer; manages, oversees, plans, and directs, through subordinate management staff, all activities and operations of the Engineering Department including the design, construction, maintenance, and operation of the District's water and sewer utility improvement projects and capital and development projects; oversees contracted work for professional engineering, survey, and inspection activities; directs and oversees development of a comprehensive Capital Improvement Plan.
- Reviews and analyzes potential water needs, available water supplies, and the state of technology related to water and wastewater systems.
- Identifies problems, evaluates alternative courses of action, and makes decisions regarding such areas as organizational structure, staffing, productivity, and policy or procedure modifications.
- Provides staff assistance to the Board of Directors; attends a variety of board, committee, civic, and commission meetings; serves as the District's representative on regional issues and projects; prepares and presents staff reports and other necessary correspondence; performs special projects for the Board of Directors, as directed.
- Establishes effective working relationships with the Board, Board committees, District legal counsel, auditors, consultants, District staff, representatives of community organizations, outside agencies, and the general public; represents the District to other public and private agencies, regulatory bodies, contractors, consultants, elected officials, and outside organizations; explains programs, policies, and activities.
- Directs a variety of organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of municipal water and wastewater utility services.
- Directs, through subordinate staff, the maintenance of working and official departmental files.
- Provides the Board of Directors with a variety of administrative and operational reports and recommendations for consideration and action; oversees preparation of Board meeting agendas and staff reports; ensures the Board is kept informed of District functions, activities, and financial status, and of legal, social, and economic issues affecting District activities.
- 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.
- 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 of 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 which impact District functions, programs, and operations.
- 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 organization.
- Prepare and administer large and complex budgets and fiscal control processes; 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, and techniques.
- 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.
- 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 Board of Directors on the development of ordinances, regulations, programs, and policies.
- Effectively represent the District's policies, programs, and services in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations, and with individual citizens and community groups.
- 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 related field.

Experience:

- Ten (10) years of increasingly responsible management and/or administrative experience in an agency engaged in providing water and wastewater services, or a related field, including five (5) 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.