SOUTH COAST WATER DISTRICT

GENERAL MANAGER

DEFINITION

Under policy direction, plans, organizes, and provides administrative direction and oversight for all District functions and activities; provides policy guidance and program evaluation to the Board of Directors and management staff; encourages and facilitates provision of services to District customers; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; pursues appropriate avenues of economic and community development; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction by the Board of Directors. Exercises general direction and supervision to the entire District staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

The General Manager serves as the Chief Executive Officer of the District, accountable to the Board of Directors and responsible for enforcement of all District ordinances, policies, and procedures, the conduct of all financial activities and the efficient and economical performance of the District’s operations.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Plans, organizes, and administers, either directly or through subordinate management and supervisory staff, coordinates and evaluates the work of the District in accordance with applicable laws, ordinances, and regulations, and adopted policies and objectives of the Board of Directors.
- Directs and coordinates the development and implementation of goals, objectives, and programs for the Board of Directors and the District; develops administrative policies, procedures, and work standards to ensure that the goals and objectives are met and that programs provide mandated services in an effective, efficient, and economical manner.
- Oversees the preparation of the annual capital improvement and operating budgets for the District; authorizes directly or through staff, budget transfers, expenditures, and purchases; provides information regarding the financial condition and needs to the Board of Directors.
- Advises the Board of Directors on issues, programs, and financial status; prepares and recommends long- and short-range plans for District service provision, capital improvements, and funding; and directs the development of specific proposals for action regarding current and future District needs.
- Oversees the administration, construction, use and maintenance of all District infrastructure, facilities and equipment.
- Represents the District and the Board of Directors in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory and legislative organizations; acts as the District liaison with the media.
- Provides for the investigation and resolution of complaints regarding the administration of and services provided by the District.
- Provides for contract services and ensures proper performance of obligations to the District; has responsibility for enforcement of all District policies and procedures.
- Oversees the selection, training, professional development, and work evaluation of District staff; oversees the implementation of effective employee relations and related programs; provides policy guidance and interpretation to staff.
- Directs the preparation of and prepares a variety of correspondence, reports, policies, procedures, and other written materials.
Oversees the maintenance of working and official District files.
Ensures that the Board of Directors is kept informed of District functions, activities, and financial status, and of legal, social, and economic issues affecting District activities.
Monitors changes in laws, regulations, and technology that may affect District operations; implements policy and procedural changes as required.
Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, budget development and administration, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of groundwater treatment, water transmission and distribution, recycled water distribution, and wastewater collection program and project development and administration.
- Principles, practices, and procedures of public administration.
- Functions, services, and funding sources of a public agency government.
- Functions, authority, responsibilities, and limitations of an elected Board of Directors.
- Applicable Federal and State laws, codes, ordinances, and regulations.
- Principles and practices of budget development, administration, and accountability.
- Current social, political, and economic trends affecting the District and its service provision.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with government agencies, community groups, and various business, professional, regulatory, and legislative organizations.
- Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Ability to:

- Plan, administer, coordinate, review, and evaluate the functions, activities, and staff of the District.
- Work cooperatively with, provide staff support to and implement the policies of the Board of Directors.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls.
- Oversee all District financial activities, including administering investments, the development and implementation of the District budget and the control of all expenditures and purchases.
- Interpret, apply, and explain complex laws, codes, regulations, and ordinances.
- Effectively represent the District in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory and legislative organizations and the media.
- Direct the preparation of and prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Prepare accurate and effective reports, policies, procedures, and other written materials.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Use sound independent judgment within general legal, policy, and procedural guidelines.
- Organize own work, coordinate projects, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal
guidelines.
Establish and maintain effective working relationships with those contacted in the course of the work.

**EXPERIENCE AND TRAINING GUIDELINES**

*A combination of experience and training that would likely provide the required knowledge and abilities is
qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Five (5) years of management or administrative experience in a public agency setting. Experience in working
with an elected Board or Council is desirable.

**Training:**

Equivalent to graduation from a four-year college or university with major coursework in business or public
administration, engineering, finance, public policy, management, or a related field. Possession of an
appropriate Master’s degree is desirable.

**License or Certificate:**

- Valid California class C driver’s license with satisfactory driving record.
- Valid registration as a Professional Civil Engineer in the State of California is desirable.

**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 to visit various District and meeting sites; vision to read printed
materials and a computer screen; and hearing and speech to communicate in person, before groups, 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, typewriter 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. Employees must possess the ability to lift, carry, push, and pull materials and objects
weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

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.

*The specific statements shown in each section of this classification description are not intended to be all-
inclusive. They represent the essential functions and minimum qualifications necessary to successfully
perform the assigned functions. Management reserves the right to add, modify, change or rescind the work
assignments of different positions and to make reasonable accommodations so that qualified employees can
perform the essential functions of the job.*