

GENERAL MANAGER

DEFINITION

Plans, organizes and provides administrative direction and oversight for all District functions and activities; serves as the District Treasurer and Chief Engineer; provides policy guidance and program evaluation to the Board and management staff; ensures that all regulatory and contractual requirements are met; encourages and facilitates provision of services to District residents and businesses; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Policy direction is given by the Board of Directors. Direct supervision is provided to program and operational supervisors, assistant supervisors and coordinators; indirect supervision is provided to all District staff.

CLASS CHARACTERISTICS

The General Manager serves as the Chief Executive Officer of the District, accountable for enforcement of all District, local, state, and federal codes and regulations, the conduct of all financial activities, the oversight of all engineering activities and the efficient and economical performance of the District's operations.

EXAMPLES OF DUTIES (Illustrative Only)

- 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, codes and regulations and adopted policies and objectives of the District Board of Directors.
- Directs and coordinates the development and implementation of goals, objectives and programs for the District 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 capital and operational budgets for the District; authorizes directly or through staff, budget transfers, expenditures and purchases; provides information regarding the financial condition and needs to the District Board of Directors.
- Reviews and approves all engineering plans, specifications and contracts.
- Advises the District 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.
- Prepares agendas for District Board and community meetings and ensures that appropriate minutes of such meetings are maintained.
- Oversees the administration, construction, use and maintenance of all District facilities and equipment.

- Oversees the wastewater treatment and disposal contract with the Oro Loma Sanitary District and the East Bay Dischargers' Authority.
- Oversees the annual year-end external audit and coordinates activities with the District's service provider.
- Represents the District and the Board of Directors in meetings with governmental agencies, community groups and various business, professional, 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 government.
- Oversees the selection, training, professional development and work evaluation of District staff; oversees the implementation of effective employee relations and related programs; and provides policy guidance and interpretation to staff.
- Directs the preparation 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.

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, practices, methods and technical requirements of wastewater collection and disposal and solid waste collection, recycling and disposal.
- Principles, practices and procedures of public administration.
- Functions, services and funding sources of a public agency.
- Functions, authority, responsibilities and limitations of an elected District Board of Directors.
- Applicable federal and state laws, codes, ordinances and regulations.
- Principles and practices of public agency budget development, contract administration and accountability.
- Current social, political and economic trends affecting District government and service provision.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, regulatory and legislative organizations.
- Techniques for dealing with a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

Skill in:

- Planning, administering, coordinating, reviewing and evaluating the functions, activities and staff of the District.

- Working cooperatively with, providing staff support to and implementing the policies of the District Board of Directors.
- Developing and implementing goals, objectives, policies, procedures, budgets, work standards and internal controls.
- Overseeing all District financial activities, including administering investments, the development and implementation of the District budget, the annual external audit and the control of all expenditures and purchases.
- Overseeing all District engineering activities and capital improvement projects.
- Interpreting, applying and explaining complex laws, codes, regulations and ordinances.
- Effectively representing the District in meetings with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations and the media.
- Directing the preparation of and preparing clear and concise reports, correspondence, policies, procedures and other written materials.
- Prioritizing work, coordinating projects and programs and ensuring that critical deadlines are met.
- Using tact, initiative, prudence and independent judgment within general policy guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Equivalent to graduation from a four year college or university with major course work in public or business administration, public policy, finance, engineering or a field related to the work and significant management or administrative experience in a municipal or other public agency setting. Possession of an appropriate Master's degree and/or experience in working with an elected Board of Directors or Board is highly desirable.

License and Certifications:

Must possess a valid California class C driver's license and have a satisfactory driving record. Registration as a Professional Engineer in the State of California is desirable. Must possess or obtain Cardiopulmonary Resuscitation and First Aid certificates within a time period specified by the District.

Interpersonal Effectiveness:

Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; and provide recognition and encouragement.

Other Requirements:

Willingness and ability to work scheduled and non-scheduled nights and weekends; and attend meetings, workshops, and seminars during work and non-work hours as assigned.

Physical Requirements:

Be able to possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Mental and physical ability to read fine print and computer monitors; converse in person and over the telephone; use a computer keyboard and calculator; sit for long periods of time, bend, stoop, stretch and reach; and strength and stamina to safely lift and carry up to 30 pounds.

Work Environment:

Works indoors, using computer monitor, works around others, works alone, works with others. Most work is performed in an office setting, although there may be occasional exposure to inclement weather conditions, noise, dust and potentially hazardous materials.