



## POSITION DESCRIPTION

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**TITLE: ASSISTANT GENERAL MANAGER**

**REPORTS TO:** General Manager

**GRADE:** 19

**FLSA:** Exempt

**CONFIDENTIAL:** Yes

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**SUPERVISORY RESPONSIBILITIES**

**DIRECT:** (Position Titles) Engineering Manager, Operations Manager, Customer Services Manager and Department Assistant I

**INDIRECT:** All employees in the Engineering, Operations, and Customer Services Departments

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## MINIMUM QUALIFICATION REQUIREMENTS

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee. Certifications required by law for the position must be obtained within first year in the position.

**EDUCATION:** Bachelor's degree in Business, Public Administration, Finance, Accounting, Engineering or a related field. An advanced degree is desirable. Valid California driver's license and proof of insurability are required.

**EXPERIENCE:** Minimum of eight years of increasingly responsible administrative experience in a municipality or special district, including five years of senior level administrative and management responsibility of which five years are in a supervisory capacity in one or more of these areas: Engineering, Administration and Public Administration, Operations, Customer Service, Meters, or Water Resources. Familiarity with water and waste water operations. Ability to effectively utilize a personal computer, peripherals and related word processing and spreadsheet programs, proven ability to organize and manage competing priorities; excellent verbal and written communications skills.

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## CONTACT RESPONSIBILITY

**INTERNAL:** Interaction with Supervisor to receive general direction and review results; department managers to provide general work direction and monitor results; Board of Directors to make presentations and recommendations as required; District employees to discuss, advise, and resolve administration, operations, park, water and waste water, public relations, conservation, and engineering issues; all other District personnel as required.

**EXTERNAL:** Interaction with general counsel, consultants, contractors, vendors, government officials, and District customers to address issues, negotiate contracts and direct project flow; all others as required by the position.

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## PHYSICAL REQUIREMENTS

Good hearing, eyesight and speech; excellent written and verbal communication skills; ability to use a personal computer and peripherals; ability to tolerate periods of continuous sitting and exposure to a computer screen; ability to tolerate occasional travel by air or train; may, on an infrequent basis, assist with lifting up to 50 pounds.

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## ENVIRONMENTAL CONDITIONS

Work is primarily performed within an enclosed office setting with lighting and ventilation. Subject to conversational noise from other personnel, along with standard background noise found in an office environment. Subject to long periods of sitting, talking on phone or in person, and exposure to a computer screen; work will include occasional air or train travel. When outdoors, subject to variable weather conditions. Appropriate personal safety equipment is provided.

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## DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

Under general direction of the General Manager, this at will position is responsible for planning, directing and managing the engineering, inspection, operations, water and waste water treatment, recycled water, information technology, construction, distribution, meters, customer service, park, conservation, education, public relations, and legislative activities of the District. Advises and makes recommendations to the General Manager and Board of Directors. A working knowledge and understanding of special district operations and legal requirements is necessary. Support of the District Strategic Plan and Mission Statement is essential. Reliable, stable attendance is required.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

<b>% TIME</b>	<b>TASKS</b>
<b>40%</b>	<p>Assists the General Manager in managing and directing the activities of the Engineering, Operations and Customer Services Departments.</p> <ul style="list-style-type: none"><li>• Develops, plans, and implements goals and objectives for reporting departments consistent with the District's adopted mission and utilizes performance planning techniques to identify, establish, achieve and measure goals and objectives for reporting departments.</li><li>• Interacts with the Board on a regular basis regarding District policies and procedures.</li><li>• Plans budgetary guidelines and assures departmental operations are within allocated amounts.</li><li>• Processes agreements, change orders, easements, environmental documents, purchase orders, and invoices within approval limits.</li><li>• Reviews and approves outreach materials, including social media.</li><li>• Administers the District's Administrative Code, including: researching, interpreting, and proposing changes to the Code as required.</li><li>• Analyzes and recommends policies and procedures related to assigned departments.</li><li>• Oversees packet preparation, minutes and preparation for Board Committee meetings that fall within the purview of Engineering, Operations, and Customer Services Department responsibilities.</li></ul>
<b>30%</b>	<p>Provides highly complex assistance to the General Manager.</p> <ul style="list-style-type: none"><li>• Provides testimony and presentations both internally and externally on behalf of the District.</li><li>• Resolves issues/conflicts involving multiple departments.</li><li>• Performs as Acting General Manager, in his/her absence.</li></ul>

- Builds and maintains positive working relationships with co-workers, other District employees, outside agencies and municipalities, and the public using principles of good customer service.
- Professionally represents the District to outside agencies and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.
- Researches and prepares technical and administrative reports; prepares written correspondence.

**20%**

Other management duties, including:

- Organizes and manages competing priorities.
- Develops effective resolution to conflicts.
- Makes policy recommendations regarding operations and procedures.
- Responds to emergency situations and personnel problems using sound judgement.
- Manages labor resources effectively, conducting evaluations, documentation of performance and ensuring that training is completed.
- Supports the District Strategic Plan and Mission Statement by keeping staff informed and involved.
- Implements the departments' record retention requirements for data management.
- Acts as a positive role model.
- Performs successfully in a team environment.
- Monitors the Administrative Code relating to departmental responsibilities and recommends changes/updates as needed.

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**DETAILED DUTIES AND RESPONSIBILITIES - NON-ESSENTIAL FUNCTIONS**

**10%**

Completes other projects and duties as required.