



# JOB DESCRIPTION

<b>POSITION</b>	General Manager	<b>SAFETY SENSITIVE</b>	No
<b>FLSA STATUS</b>	Exempt	<b>REVISION DATE(S)</b>	03/07/22
<b>HOURS – FT/PT</b>	Full Time		

## SUMMARY

Under general policy guidance from the Board of Directors, the General Manager plans, organizes, fiscally controls, directs, administers, reviews, and evaluates the activities, operations, and services of Joshua Basin Water District; ensures execution of short- and long-term goals and objectives consistent with the strategic plan; ensures District operations and functions effectively serving the needs of customers/ratepayers throughout the District’s service area, while complying with applicable laws and regulations; and performs related duties as assigned. Serves as Secretary to the Board of Directors.

## DISTINGUISHING CHARACTERISTICS

The incumbent of this class is appointed by the Board of Directors and serves as the District's Chief Executive Officer. The General Manager is accountable for developing, implementing and executing short- and long-term plans, policies, budgets, and strategies to accomplish the District's mission, and Board of Director’s priorities. The incumbent operates within broad general policy guidelines and exercises substantial latitude and discretion to achieve effective and efficient utilization of the District’s resources in serving the District’s constituencies and ratepayers.

## SUPERVISION RECEIVED/EXERCISED

This position receives general policy guidance from the Board of Directors. This position will supervise, lead, evaluate, and provide training for subordinate employees.

## EXAMPLES OF DUTIES

*Job Descriptions are only intended to present a description summary of the range of duties and responsibilities associated with specified position. Therefore, job descriptions **may not** include all duties performed by individuals within the position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.*

### Essential Functions

1. The General Manager shall: (a) Have full charge and control of the maintenance, operation, and construction of the District water system facilities; (b) Have full power and authority to employ and discharge all employees; (c) Prescribe the duties of employees; (d) Fix and alter the compensation of employees subject to Board approval. The General Manager also develops and proposes plans, policies, and programs necessary for the operation of the District to the Board of Directors.
2. Administers provisions for effective and efficient operation and control of District facilities, finances, personnel, and equipment.
3. Assesses regional, industry, District service area, community, and customer needs and ensures objectives and priorities are focused on meeting those needs effectively, efficiently, and with high-quality service; directs development and implementation of initiatives for service improvement/enhancement; provides day-to-day leadership and works with the District's executive team to ensure a high-performance customer service-oriented work environment consistent with sound management principles and District mission and values.
4. Plans and evaluates executive staff performance; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance;

takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's personnel rules and policies.

5. Provides leadership and works with the executive team to develop and retain highly competent, customer-service-oriented staff through selection, compensation, training, and day-to-day management practices which support the District's mission, strategic plan, objectives, and values.
6. Directs and oversees the preparation of analyses and recommendations regarding policy issues and long-range plans to address District service area needs; advises and counsels the Board of Directors regarding policy issues to meet community and customer needs; advises and assists the Board of Directors in identifying, articulating and implementing policies and programs.
7. Interprets Board of Director's instruction and requests; makes interpretations of District ordinances, policies, and applicable laws and regulations to ensure District compliance.
8. Directs and oversees the analysis of proposed legislation and regulation; directs and participates in industry and intergovernmental activities to influence legislative and regulatory change consistent with the District's interests and needs; serves as the District's chief representative with other industry and governmental agencies, professional organizations and elected officials.
9. Participates in regional, state, and national water-related meetings and conferences to stay abreast of trends and technology related to District operations; participates in professional and community organizations on behalf of the District and as part of the District's community involvement and community and outreach programs and activities.
10. Respond to and resolve difficult and sensitive customer inquiries and complaints.
11. Perform related duties and responsibilities as required.

#### **MINIMUM QUALIFICATIONS**

*The following are representative of the qualifications necessary to perform the essential duties of the position.*

Any combination of education and experience which would likely provide the necessary knowledge and abilities may be qualifying.

#### **Experience:/Education and/or Training:**

- A typical way of obtaining the knowledge, skills, and abilities is graduation from a four-year college or university with a major in public or business administration, engineering, or a closely related field; and at least ten years of progressively responsible executive or management experience public utility; or an equivalent combination of training and experience.

#### **Certificates, Licenses, Registration:**

- Must possess and maintain a California Class "C" Driver's License.

#### **PERFORMANCE EXPECTATIONS: KNOWLEDGE, SKILLS, AND ABILITIES**

*The following are representative examples of KSA's necessary to perform the essential duties of the position.*

#### **Knowledge of:**

1. Principles and practices of public administration, including administrative analysis, fiscal planning and control, and policy and program development. Organization and management of a Water District.
2. Applicable Federal, State, and local laws, rules, ordinances, and legislative processes controlling
3. District functions, programs, and operations. The Brown Act and other laws and regulations governing the conduct of public meetings.
4. Organization, operations, and challenges of special districts.
5. Principles of supervision, business and organizational management, leadership, and training.

6. Principles and practices of planning and managing the District's financial, budgeting, and long-range planning.
7. District personnel rules, policies, and procedures.
8. Principles and procedures of sound business communications

### Skills and Abilities

1. Plan, organize, and coordinate District related activities and operations.
2. Oversee the District's budgeting and fiscal control process.
3. Coordinate with all District's departments, including administration and operations.
4. Establish and maintain effective relations with customers, the general public, governmental, community organizations, contractor representatives, board members, and District staff. Represent the District at a variety of functions, and meetings.
5. Prepare clear and concise reports, including comprehensive reports and board agendas.
6. Communicate effectively by presenting proposals and recommendations clearly, logically, and persuasively during public meetings, and presentations.
7. Exercise tact, diplomacy, sound independent judgment, leadership, authority, and supervision in dealing with sensitive, complex, and confidential issues.
8. Work independently with little direction.
9. Select, assign, supervise and evaluate the work of staff; delegate authority and responsibility to ensure accountability.
10. Provide excellent customer service, and resolve public concerns, and complaints.
11. Develop, understand, interpret, explain, implement, and apply District policies and procedures.

### PHYSICAL AND MENTAL DEMANDS

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Demands:** Subject to reasonable accommodation in accordance with the requirements of the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA), possess the ability to lift and/or carry objects (no greater than 20 lbs.) on an infrequent basis. Ability to bend, twist, turn, push, pull, and reach routinely, as well as perform repetitive motion tasks on a regular basis. Ability to sit for extended time periods and use office equipment such as computer terminals, copiers, and fax machines on a regular basis. Ability to stoop, kneel, and crouch occasionally. See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment. Hear in the normal audio range with or without correction.

#### Work Environment:

- **Outside:** Occasionally, standing, walking, crouching may be required during inspection tours of facilities. Occasionally, work in an outdoor environment that may be required with extremes in weather and temperature conditions, work and traverse on uneven ground while carrying equipment.
- **Inside:** Duties of this position are predominantly conducted indoors, in an office setting or environment.
- **Fumes/Gasses:** Duties of this position are predominantly conducted indoors, in an office setting or environment.
- **Noise/Vibration:** Noise levels expected of an office or indoor setting are expected.

**Equipment Use:** Standard office equipment such as computer hardware and peripherals, binding machines, copy machines, scanning machines, fax machines, and telephone.

**Mental Demands:** While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math, and mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple, concurrent tasks; and interact with District managers, officials of other governmental agencies, community and professional groups, staff and other organizations.

**Safety:** Follows proper safety practices at all times.

**Travel:** The incumbent in this position may be required to attend hearings, workshops, meetings, and seminars.

**Other:** Position subject to extensive work hours, evening meetings, and periodic travel.