

## Assistant General Manager

FLSA: Exempt

Monthly Salary Range #53

**Definition**

Under general direction, assists the General Manager in managing and directing the daily activities of the Agency; directly oversees and manages the administration unit of the Agency including finance, human resources, information technology and general administration; executes actions needed to support the General Manager in the overall success of the Agency; provides highly complex assistance to the General Manager; participates in Board of Directors or related meetings in the absence of the General Manager; acts for the General Manager in the operation and conduct of Agency business; fosters cooperative working relationships with other governmental and regulatory agencies and various public and private groups; and performs related work as required.

**Supervision Received and Exercised**

Receives general direction from the General Manager. Exercises direct and general supervision over assigned staff.

**Class Characteristics**

This is a management-level class responsible for assisting and supporting the General Manager in the planning and execution of programs and projects for accomplishing the Agency’s short- and long-term goals and objectives. Directly manages the Agency’s programs and activities of the administration unit and groundwater management program. Within assigned areas of responsibility, the incumbent operates with substantial latitude and discretion. This class is distinguished from the General Manager in that the latter has overall administrative direction and oversight for all Agency functions and activities.

**Examples of Essential 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 so that qualified employees can perform the essential functions of the job.*

* Manages the programs and activities of the administration unit including finance, human resources, information technology, and general administration; oversee and directly perform duties related to other programs and/or agency functions as assigned.
* Manages the programs and activities of the groundwater management program.
* Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the assigned function; recommends, within Agency policy, appropriate service and staffing levels; recommends and administers policies and procedures.
* Manages the development and administration of the Agency’s budgets, including materials and supplies, contract services, specified capital improvement projects, and vehicle and equipment expenses; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments.
* Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the General Manager.
* Oversees the development of requests for proposals for professional and/or construction services, and the advertising and bid processes; evaluates proposals and recommends project award; negotiates and administers contracts after aware; ensures contractor compliance with Agency standards and specifications, and time and budget estimates; analyzes and resolves complex problems that may arise; recommends and approves field changes as required.
* Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the General Manager; directs the implementation of improvements.
* Represents the Agency at meetings with local, State, and Federal agencies.
* Analyzes the impact of other local, State, and Federal agencies’ projects on the Agency and its purpose.
* Responds to complaints and inquiries regarding drainage and flooding from the general public and other agencies.
* Confers with and represents the Agency in meetings with members of the Board of Directors, various governmental agencies, developers, contractors, business and industrial groups, and the public.
* Prioritizes and allocates available resources; reviews and evaluates program and service delivery, makes recommendations for improvement, and ensures maximum effective service provision.
* Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other written materials.
* Monitors changes in laws, regulations, and technology that may affect Agency operations; and implements policy and procedural changes as required.
* Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
* Provides technical advice to the Agency’s General Manager and the Board of Directors in Agency day-to-day operational matters.
* Acts as General Manager in his/her absence.
* Attendance and punctuality that is observant of scheduled hours on a regular basis.
* 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, practices, and techniques of administrative services as they relate to the Agency, including finance, human resources, information technology, and general administration functions.
* Principles, practices, methods, and technical requirements of water systems and related facilities and appurtenances.
* Public agency budgetary, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
* Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs;
* Principles and practices of municipal government administration.
* Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
* Principles and practices of contract negotiations and management.
* Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
* Principles and practices of budget development, administration, and accountability.
* Applicable Federal, State, and local laws, codes, ordinances, and regulations.
* Techniques for effectively representing the Agency in contacts with governmental agencies, community groups, vendors, contractors, and various business, professional, educational, regulatory, and legislative organizations.
* Safety principles and practices.
* Record keeping principles and procedures.
* Modern office practices, methods, and computer equipment.
* Computer applications related to the work, including word processing, database, and spreadsheet applications.
* English usage, grammar, spelling, vocabulary, and punctuation.
* Techniques for providing a high level of customer service and effectively representing the Agency in contacts with vendors, contractors, governmental agencies, community groups, the public, Agency staff, and various business, professional, educational, regulatory, and legislative organizations, in person and over the telephone.

Ability to:

* Conduct groundwater supply surveys analyze data and make sound recommendations based on said data.
* Recommend and implement goals, objectives, and practices for providing effective and efficient engineering services.
* Read and interpret plans, specifications, and diagrams used in the design and construction of water delivery and flood management systems and facilities.
* Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel.
* Provide for the selection, training, development, motivation, and work evaluation of staff.
* Interpret, apply, and explain complex laws, codes, regulations, and ordinances.
* Prepare and present clear, concise, and logical written and oral reports, correspondence, and other written materials.
* Conduct effective negotiations and effectively represent the Agency in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
* Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, 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.

**Education and Experience**

*Any combination of training and experience, which would provide the required knowledge, skills and abilities, is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with major coursework in public or business administration, public policy, finance, engineering, or a field related to the work and six (6) years of professional experience in a water related industry which has included the planning, organizing and directing of operations and staff, with three (3) years of management experience in a municipal or other public agency setting. Experience in working with an elected Board of Directors or Board is highly desirable. Possession of a graduate degree and/or related certification(s) maybe counted toward the required experience.

**License and Certifications**

Possession of and ability to maintain a valid appropriate California driver’s license and a satisfactory driving record.

**Physical Demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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. 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 potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**Working Conditions**

May be required to work on evenings, weekends, and holidays.

Established: March 2019