



## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Deputy General Manager - Administrative Services
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### **GENERAL PURPOSE**

Under policy direction from the General Manager, plans, organizes, integrates, directs, manages, and evaluates the activities, operations, and services of the Administrative Services Branch and its departments, or other departments as assigned; directs and manages the development of short- and long-term goals and objectives consistent with the Strategic Plan and annual business plan and ensures their effective execution; ensures all assigned operations and functions serve the needs of customers/rate payers throughout the District’s service area, while complying with applicable laws and regulations; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This executive classification oversees and directs all activities of the Administrative Services Branch and its departments including short- and long-term planning and the development and administration of branch/departmental policies, procedures, and services. This class provides highly complex assistance to the General Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the District’s Board of Directors. Responsibilities include coordinating the activities of the branch/department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the branch. The incumbent is accountable for accomplishing branch planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives policy direction from the General Manager. Exercises direct supervision over managerial, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. 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 position.*

- Plans, organizes, controls, integrates, and evaluates the work of the Administrative Branch to ensure operations and services comply with the policies and strategic direction set by the General Manager, Board of Directors, and all applicable laws and regulations.
- Participates in formulation of the District's Strategic Plan; with management team, develops, implements, and monitors short- and long-term plans, goals, and objectives focused on achieving the District's mission, Strategic Plan, and Board priorities; directs the development of assigned branch operating and capital improvement budgets; monitors implementation of adopted budgets; directs the development, implementation, and evaluation of plans, programs, projects, policies, systems, financial strategies, and procedures to achieve short- and long-term District-wide goals, objectives, and work standards within assigned areas of accountability.
- Plans and evaluates performance of assigned managers and staff; 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, policies, and labor contract provisions where applicable.
- Provides leadership and works with assigned management 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.
- Participates in assessing regional, industry, and District service area, customer needs and ensures branch/department objectives and priorities are focused on meeting those needs effectively, efficiently, and with high-quality service; directs development and implementation of branch initiatives for service improvement/enhancement.
- Provides day-to-day leadership and works with executive and management team members to ensure a high-performance, customer service-oriented work environment consistent with sound management principles and District mission and values.

- Directs and coordinates the preparation of analyses and recommendations regarding policy issues and long-range plans to address District service-area needs; advises the General Manager regarding policy issues, programs, and projects to meet community and customer needs; advises and assists the General Manager in identifying, articulating, and implementing policies, programs, and projects.
- Participates in the formulation and implementation of branch policy, planning, and strategy development; leads and directs staff and outside consulting resources in the development and application of new methods and processes to achieve higher efficiency, quality, and innovation in branch work processes.
- Interprets General Manager and Board of Director instructions and requests; makes interpretations of District ordinances, policies, and applicable laws and regulations to ensure compliance within assigned areas of accountability. Interfaces regularly with the Board of Directors.
- Participates and provides leadership and direction in the analysis of proposed legislation and regulation; participates in industry and intergovernmental activities to influence legislative and regulatory change consistent with the District's interests and needs.
- Represents the District as requested or assigned in dealings with constituent cities in the District's service area, the Metropolitan Water District, and with other industry and governmental agencies, professional organizations, and elected officials.
- Serves as the District's representative to professional, industry, and community groups and customers and to other agencies, organizations, and individuals; participates in regional, state, and national professional meetings and conferences to stay abreast of trends and technology related to District operations, particularly in areas of assigned accountability.
- Participates in major negotiations with contractors, consultants, vendors, and other public agencies.
- Will periodically act for the General Manager in that individual's absence.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **REQUIRED QUALIFICATIONS**

### Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned areas of responsibility.

- Principles and practices of effective leadership, management, and supervision.
- Principles and practices of public administration, including budgeting, purchasing, and maintenance of public records.
- Organization, function, role, and authority of a public agency Board of Directors.
- The Brown Act and other laws and regulations governing the conduct of public meetings.
- Principles and practices of strategic planning.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Federal, state, and local laws, regulations, and court decisions applicable to assigned areas of responsibility.
- District functions and associated management, financial, and public policy issues.
- Social, political, and environmental issues influencing program/project development and implementation.
- District personnel rules, policies, and labor contract provisions.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District Staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Familiarity with budgeting and a keen understanding of industry-specific terminology, rules and regulations.

Ability to:

- Develop and implement goals and objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the District.
- Understand, interpret, explain, and apply District, state, and federal policies, procedures, laws, regulations, and court decisions governing operations in assigned areas of responsibility.
- Analyze and make sound recommendations on complex management and administrative issues.
- Present proposals and recommendations clearly, logically, and persuasively in public meetings.
- Represent the District effectively in negotiations.
- Develop and implement appropriate procedures and controls.
- Effectively represent the branch and the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.

- Prepare clear, concise, and comprehensive correspondence, reports, studies, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Ten (10) years of progressively responsible administrative and executive management experience in developing, integrating, and administering complex administrative services functions, of which five (5) years should be in a management capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in finance, business or public administration, or a related field. Master's degree in related field highly desirable.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

**PHYSICAL DEMANDS**

*The physical 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.*

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; to operate a motor vehicle and visit various District sites; and hearing and speech to communicate in person 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 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 up to 25 pounds.

#### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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 branch policies and procedures.

Eastern Municipal Water District  
Job Title: Deputy General Manager - Administrative Services  
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>October 2, 2019</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed, and fully understand the job description for Deputy General Manager - Administrative Services. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_