

Eastern Municipal Water District

Date Adopted: 4/16/97

Date Revised: 01/2013

**JOB DESCRIPTION**  
**General Manager**  
**Code Number: 02001**

**GENERAL PURPOSE**

Under general policy guidance from the Board of Directors, plans, organizes, integrates, fiscally controls, directs, administers, reviews and evaluates the activities, operations, and services of the Eastern Municipal Water District; recommends Board adoption of the District's Strategic Plan and annual business plan; ensures execution of short- and long-term goals and objectives consistent with the Strategic Plan and annual business plan; ensures District operations and functions effectively 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**

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, Strategic Plan and Board of Directors 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 rate payers.

**ESSENTIAL 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 class.

Plans, organizes, controls, integrates and evaluates the work of all District branches and departments to ensure that operations and services comply with the policies and strategic direction set by the Board of Directors and with all applicable laws and regulations; with the executive management team, develops and recommends adoption of a District Strategic Plan and annual business plans; directs the development and implementation and monitors the accomplishment of short- and long-term plans, goals and objectives to achieve the District's mission, Strategic Plan, Board priorities and compliance with applicable laws and regulations; directs the development of operating and capital improvement budgets for approval and adoption by the Board; directs the annual rate setting and standby property tax process and participates in public and Board hearings on proposed rates.

Directs and monitors implementation of adopted budgets; directs development and implementation of the capital improvement program and all major engineering and construction projects financed by District, grant-in-aid, loan and bond issuances; directs and monitors the development, implementation and evaluation of plans, policies, systems, financial strategies and procedures to achieve short- and long-term District-wide goals, objectives and work standards.

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.

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.

Assesses regional, industry, District service area, improvement/assessment district, 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.

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.

Interprets Board of Director instructions and requests; makes interpretations of District ordinances, policies and applicable laws and regulations to ensure District compliance.

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 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.

Directs and oversees the creation and maintenance of comprehensive, effective human resource management programs, policies and systems; directs and monitors the District's labor relations, labor negotiations and labor-management relations programs and initiatives; directs the improvement of management systems, processes and measurement techniques to improve District operations and effectiveness; directs the development and implementation of a long-range technology plan.

## **OTHER DUTIES**

Participates in regional, state and national water and water reclamation 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 public affairs programs and activities.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Theory, principles, practices and techniques of organization design and development, public administration, public financing, financial management and long-range planning as they apply to a large, complex public water and water reclamation utility; principles, practices and techniques involved in the construction, maintenance and operation of a large, complex potable water distribution and water reclamation system; federal, state and local laws, regulations and court decisions applicable to a water distribution and reclamation system; District functions and associated management, financial and public policy issues; principles and practices of budgeting, purchasing and maintenance of public records; organization and functions of an elected board of directors; the Brown Act and other law and regulations governing the conduct of public meetings; social, political and environmental issues influencing program/project development and implementation; research methods and analysis techniques; principles and practices of effective human resource management and supervision; District personnel rules, policies and labor contract provisions; principles and practices of sound business communications.

### **Ability to:**

Analyze and make sound recommendations on complex management and administrative issues; plan, organize and direct the operations of a large, complex water distribution and water reclamation system; understand, interpret, explain and apply District policy and procedures; present proposals and recommendations clearly, logically and persuasively in public meetings; represent the District effectively in negotiations; establish and ensure compliance with appropriate procedures and controls; prepare clear, concise and comprehensive correspondence, reports and other written materials; exercise sound, expert independent judgment within broad general policy guidelines; establish and maintain effective working relationships with Board members, District executives and managers, other elected and appointed governmental officials, industry and business executives, professional and community groups, consultants, developers, employees, media representatives and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

## **Continuous Improvement Knowledge and Abilities**

### **Knowledge of:**

The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning; the means of developing alignment between strategic goals and individual performance standards; practices of process mapping (control); practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

### **Ability to:**

Develop a systems perspective for managing department operations and its key processes to achieve results; to use the seven continuous improvement categories and the core values as building blocks for department operations; define and explain key processes and process requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations; develop and monitor performance standards for all divisions within the department; ensure department goals and objectives are aligned with other departments, branches, and the District as a whole; track and monitor department performance; and make sound decisions based on departmental performance indicators.

### **Training and Experience:**

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

## **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**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex, sensitive problems in an ambiguous, dynamic, political environment; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks under intensive and changing deadlines; work with frequent interruptions; and interact with tact, diplomacy and political acumen with Board members, District executives and managers, other elected and appointed governmental officials, industry and business executives, community and professional groups, consultants, developers, employees, media representatives and the public.

## **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.

The employee works under typical office conditions, and the noise level is usually quiet.