



APRIL 2019
FLSA: NON-EXEMPT

ASSISTANT GENERAL MANAGER

DEFINITION

Under direction from the General Manager, assists in planning, directing and oversight of District operations; provides highly responsible and complex administrative, budgetary, and work-flow support to the General Manager; establishes goals, objectives and internal policies and procedures for areas of responsibility; coordinates and manages assigned programs, technical projects, and services with other District departments, divisions, and outside agencies; interacts frequently with the public and provides information or directs questions and requests to the appropriate staff; assists in establishing and executing the District's Strategic Plan goals and initiatives; may act in the absence of the General Manager and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the General Manager. Provides technical and functional direction to lower-level staff and/or oversees contractors and/or consultants.

CLASS CHARACTERISTICS

This is a single-position professional classification that performs the full range of management support duties. Incumbents perform a wide variety of specialized technical and administrative support work for the General Manager, Board of Directors, and related management, professional, and supervisory staff. Responsibilities include performing specialized, confidential, and technical administrative support duties to the assigned department to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and District activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, other government agencies, and businesses, as well as performing various research and budgetary support functions.

EXAMPLES OF TYPICAL 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.

- Provides the General Manager and management team with a variety of administrative details by assisting with duties of an advanced, complex, and sensitive nature; plans, organizes, and carries out administrative assignments and special projects, including assisting with policy, procedure, and budget preparation, planning, and implementation; gathers and analyzes data and confers with management and users to recommend organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.
- Assists in developing, recommending and implementing short and long range goals, objectives, policies, procedures, work standards, and administrative control systems, approved by the Board.

- Coordinates, oversees, and performs professional-level administrative work in such areas as budget development, financial administration and reporting, grants, purchasing, database management, contract administration, management analysis, public information, and program evaluation.
- Participates in and oversees the development and administration of multi-divisional and departmental budgets; monitors revenues and expenditures; identifies and recommends resolutions for budgetary problems.
- Plans, designs, develops, organizes, oversees, and administers multiple highly complex department-specific programs and projects; develops and manages program budgets, including revenue projections, multi-year cash flow analysis, cost containment, and grant funds disbursement; directs all aspects of assigned programs, including legal and regulatory compliance to avoid substantial fines; receives, reviews, and organizes program applications; ensures that awards stay within funding limits; participates on various committees and may present committee recommendations to the Board of Directors; sends award letters to program applicants; represents the District to applicants.
- Serves as a liaison and represents the General Manager and/or the District with outside agencies including designated governmental agencies and other industry, professional, and community groups, committees, and organizations; negotiates and resolves sensitive and controversial issues; attends meetings, answers questions, and provides information on District programs and projects; works with other District staff to formulate methods and approaches for addressing community and agency concerns.
- Develops and implements new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data, and makes recommendations regarding staffing, equipment, and facility needs.
- Conducts a variety of analytical and operational studies and surveys regarding departmental and programmatic activities, including complex financial, budget, personnel, operational, or administrative issues or questions; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
- Prepares and submits Board of Directors agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, and correspondence regarding assigned activities.
- Confers with other management staff regarding provision of administrative and support services, including contracts, agreements, and grant reporting.
- Participates in the development of public bids and RFP agreements, in establishing new contracts and creating new procedures and guidelines to existing contracts that need improvement or that are up for potential renewal; develops and administers complex contracts including maintenance, goods, or service contracts and agreements; monitors contract expenditures and identifies budget transfers as needed.
- Manages specialized department databases; meets with supervisory, management, and department staff to identify system needs; oversees department's performance monitoring and reporting, including department work plans; plans and forecasts workload and routinely assesses progress against established work plans.
- Participates in strategic planning for the District and sets goals for the division to support the strategic plan; develops policies, procedures, and protocols to implement District goals and initiatives.
- Assists the General Manager in managing and implementing public policy and strategic initiatives involving regulatory, governmental, and other key stakeholders.
- Assists with, coordinates, and organizes community events; represents District to residents in explaining District policies; provides outreach and public education programs to the community as needed; resolves customer complaints.

- May participate in selecting, motivating, and evaluating of assigned staff; provides or coordinates staff training; may work with employees on performance issues in coordination with Human Resources.
- May direct the work activities of assigned clerical and technical personnel; prioritizes and coordinates work assignments; reviews work for accuracy; recommends improvements in workflow, procedures, and use of equipment and forms.
- Communicates orally, in writing, or through graphic representations and statistical summaries with colleagues, managers, employees, the public, organized employee groups, and representatives of various organizations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of municipal management and government.
- Basic principles, practices, and procedures of funding sources and grant funds disbursement.
- Project and/or program management, analytical processes, and report preparation techniques; municipal programs such as, but not limited to, purchasing, finance, budgeting, and other related governmental programs.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Basic principles and practices of public administration as applied to operational unit and program administration.
- Research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of municipal programs, services, and administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Public relations techniques.
- Principles and practices of contract administration and evaluation; and public agency budget development and administration, and sound financial management policies and procedures.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Plan and conduct effective management, administrative, and operational studies.

- Plan, organize, and carry out assignments from management staff with minimal direction.
- Conduct research on a wide variety of administrative topics including grant funding, contract feasibility, budget and staffing proposals, and operational alternatives.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- 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 application 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, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

A Bachelor's degree from an accredited four-year college or university with major coursework in business administration, public administration, or a related field is required. Eight (8) years of increasingly responsible management or professional administrative experience in a water agency, public utility or related organization, which includes at least five (5) years of experience supervising professional and technical staff. A Master's degree is highly desirable.

Licenses and Certifications:

- None.

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.