

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: GENERAL MANAGER

DATE: 3/27/2018

JOB CODE: 11700

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MGMT/CONF

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under policy direction, to serve as executive officer to the Water Board; to manage, plan, organize, direct and control Municipal Water Department programs, services and resources in accordance with short and long range goals, policy statements and directives; to interpret and administer policies of the Board; to support the Water Board, Mayor, City Council and City Manager; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

The class of General Manager is the executive management level. The General Manager reports to the Water Board and supervises the Deputy General Manager, Director of Finance, Director of Water Utility, Director of Water Reclamation, Director of Environmental and Regulatory Compliance and the Executive Assistant to the General Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are typical essential duties for positions in this classification. The duties listed below are intended only as illustrations of the various types of work that may be performed. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Serves as executive officer and secretary to the Water Board; effectively supports the Water Board, Mayor, City Council, City Manager and Department staff;
- Presents major goals for the Department for the Water Board's consideration; administers and carries out all policies established by the Water Board;
- Plans, organizes and controls Municipal Water Department programs, services and resources in accordance with short and long range goals, policy statements and directives; establishes department administrative policies, procedures, and performance standards; evaluates work and work methods;

- Develops broad-scoped plans and methods to achieve the long-range goals of the Department's master plan; recommends construction contracts, leases and other legal agreements to the Water Board for approval;
- Supervises, develops and evaluates the performance of subordinate Directors; submits all recommendations for personnel hiring, promotions and salary changes for approval by the Water Board; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's personnel rules, the Department's policies and procedures and labor contract provisions; establishes appropriate service and staffing levels;
- Administers all financial, commercial, engineering, construction, maintenance, water and waste water reclamation functions through subordinate Directors;
- Coordinates with the Office of the City Attorney regarding all legal matters concerning the Water Department, and engages counsel and professional consultants for assistance; conducts negotiations for significant acquisitions;
- Develops, recommends and implements the annual operating and capital budgets; ensures accuracy and compliance in financial, engineering and operating reporting, rate development and forecasting; directs the allocation of the Water Funds and the Sewer Funds for the Department;
- Performs highly important and specialized responsibilities in connection with interjurisdictional, legal, engineering and other administrative problems;
- Participates in legislative advocacy at the local, state and federal levels on related issues;
- Assumes responsibility for ensuring the duties of the position and the functions of the Department are performed in a safe, efficient manner and manages risks associated with operations and contracts;
- Ensures excellent customer service and responds to and resolves difficult and sensitive citizen inquiries and complaints;
- Stays current on regulations, trends and methods relating to Department operations and incorporates as appropriate;
- Participates as a member of the City's Executive Team and leads the Department's executive staff;
- Arranges, conducts and participates in meetings and conferences with other departmental and City administrators, public officials, other government, water and wastewater agencies, and citizen and professional groups;
- Represents the Water Department and the Water Board before the City Council and other public bodies; attends all meetings of the Water Board and advises the Board on important Department administrative and operating activities and problems;
- Communicates effectively both orally and in writing with a variety of audiences; ensures effective relations with the public;
- Operates Department vehicles; and performs related work as required.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Municipal water and wastewater utility services, laws, regulations, economics, operations and administration;
- Utility commercial and financial practices, including planning and forecasting short and long-term finances;
- Current economic conditions and their impact upon the Department's financial structure;
- City government management and community affairs;
- Effective communications and public relations techniques;
- Basic legal procedures concerning a public utility, including City ordinances and state and federal mandates as well as safety and risk management practices.

Ability to:

- Plan, organize, administer, coordinate and direct the activities of a large utility organization;
- Interpret and analyze financial, technical and legal information; negotiate agreements and make sound judgments and decisions;
- Exercise a high degree of tact, judgment and discretion in administering and interpreting Department policies and procedures; maintain the highest standards of ethics and integrity;
- Exercise a high degree of managerial and administrative skills; delegate authority and responsibility;
- Effectively lead, coach, instruct, supervise and motivate employees, provide clear work instructions and review and evaluate employees' job performance and work methods;
- Analyze and assess programs and needs, identify and respond to sensitive community and organizational issues.
- Communicate effectively both orally and in writing with a wide variety of groups;
- Establish and maintain smooth and effective working relationships both within the City organization and with a wide range of public officials, members of the general public and other agencies and officials foster a teamwork environment; earn the confidence, respect and cooperation of other officials, staff and the public;
- Provide excellent customer service and ensure such service from the Department as a whole;
- Operate a vehicle observing legal and defensive driving practices; maintain a driving record that meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education, Training and Experience: A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited four-year college or university with a major in business administration, public administration, civil engineering or a closely related field; and seven (7) years of progressively responsible water and/or wastewater utility experience, of which at least five (5) years must have been at the managerial level. California experience is desired, but not required.

Accreditation shall be by a national or regional accreditation body that is recognized by the Secretary of the United States Department of Education.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California Motor Vehicle Operator's License and the ability to maintain insurability under the City's vehicle insurance policy are required. For out of state applicants, a valid Driver's License is required and a valid Class "C" California Motor Vehicle Operator's License must be obtained within ten (10) days of appointment (CA Vehicle Code 12405c).

Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, to travel to various locations and conduct site inspections. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Testing Standards: App Review/Supp App Review

Job Description:

BOWC Approved:

3/27/2018