
Mt. View Sanitary District

JOB DESCRIPTION

December 2022
FLSA: EXEMPT

GENERAL MANAGER

DEFINITION

Plans, organizes, and provides administrative direction and oversight for all District functions and activities; provides policy guidance and program evaluation to the Board and management staff; ensures that all regulatory and contractual requirements are met; encourages and facilitates the provision of services to District residents and businesses; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups, and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Policy direction is given by the Board of Directors. Direct supervision is provided to program and departmental managers, supervisors; indirect supervision is provided to all District staff, and District Consultants.

CLASS CHARACTERISTICS

The General Manager serves as the Chief Executive Officer of the District, accountable for the enforcement of all District, local, state, and federal codes and regulations, the conduct of all financial activities, the oversight of all engineering activities, and the efficient and economical performance of the District's operations.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

The District Board of Directors 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.

- Plans, organizes, and administers operations of the District either directly or through subordinate management and supervisory staff; coordinates and evaluates the work of the District in accordance with applicable laws, codes, and regulations, and adopted policies and objectives of the District Board of Directors.
- Directs and coordinates the development and implementation of goals, objectives, and programs for the District Board of Directors and the District; develops administrative policies, procedures, and work standards to ensure that the goals and objectives are met and that programs provide mandated services in an effective, efficient, and economical manner.

- Oversees the preparation of capital and operational budgets for the District; authorizes directly or through staff, budget transfers, expenditures, and purchases; provides information regarding the financial condition and needs to the District Board of Directors.
- Advises the District Board of Directors on issues, programs, and financial status; prepares and recommends long- and short-range plans for District service provision, capital improvements, and funding; and directs the development of specific proposals for action regarding current and future District needs.
- Oversees agendas for District Board and community meetings and ensures that appropriate minutes of such meetings are maintained.
- Oversees the administration, construction, use, and maintenance of all District facilities and equipment.
- Represents the District and the Board of Directors in meetings with governmental agencies, community groups, and various business, professional, regulatory, and legislative organizations; acts as the District liaison with the media.
- Provides for the investigation and resolution of complaints regarding the administration of and service provision by the District.
- Oversees the selection, training, professional development, and work evaluation of District management and staff; oversees the implementation of effective employee relations and related programs; and provides policy guidance and interpretation to management and staff.
- Directs the preparation and prepares a variety of correspondence, reports, policies, procedures, and other written materials.
- Oversees the maintenance of working and official District files.
- Ensures that the Board of Directors is kept informed of District functions, activities, and financial status and legal, social, and economic issues affecting District activities.
- Monitors changes in laws, regulations, and technology that may affect District operations; implements policy and procedural changes as required.
- Responds to the most complex, difficult, and sensitive public inquiries and complaints and assist with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles, practices, methods, and technical requirements and processes of wastewater treatment and collection systems and related facilities and appurtenances.
- Principles, practices, and procedures of public administration.
- Functions, services, and funding sources of a public agency.
- Functions, authority, responsibilities, and limitations of an elected District Board of Directors.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to managing a wastewater utility.
- Principles and practices of public agency budget development, contract administration, and accountability.
- Current social, political, and economic trends affecting District government and service provision.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Record-keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contact with government agencies, community groups, and various business, professional, 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:

- Plan, administer, coordinate, review, and evaluate the functions, activities, and staff of the District.
- Work cooperatively with, provide highly complex and responsible staff support to, and implement the policies of the Board of Directors.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls.
- Oversee all District financial activities, including administering investments, developing and implementing the District budget, and controlling expenditures and purchases.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Conduct effective negotiations and effectively represent the District in meetings with governmental agencies, community groups, various business, professional, educational, regulatory, and legislative organizations, and the media.
- Direct the preparation of and prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Use sound independent judgment within general legal, policy, and procedural guidelines.
- 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 office equipment and computer applications related to the work.
- 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.
- Work in a team environment as a contributing team member.

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:

Equivalent to graduation from a four-year college or university with major course work in public administration, business administration, public policy, engineering, chemistry, finance, or a field related to the work and ten (10) years of management or administrative experience in a public agency setting and experience in working with an elected Board of Directors or appointed Board. Possession of a Master's degree in one of the disciplines identified above is highly desirable.

License and Certifications:

- Must possess a valid California class C driver's license and maintain a satisfactory driving record.
- Registration as a Professional Engineer in the State of California and/or possession of a Wastewater Operator Grade IV Certification issued by the State Water Resources Control Board is highly desirable.
- Must continue to meet all of the provisions of the District to be insured with the terms and conditions of the District's insurance program as a condition of employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; 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, although standing 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 boxes with papers, files, folders, or chairs and move other office furniture or equipment 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 hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.