

GENERAL MANAGER
Morongo Valley
Community Services District

DEFINITION

Under administrative direction, provides highly responsible and complex administrative assistance to the Board of Directors in coordinating and directing District-wide departmental activities and operations; assists the Board of Directors in executing the long-term vision and goals for the CSD; provides leadership to all CSD employees, enable them to effectively and efficiently maximize available resources ensuring quality services provision to the residents of the community; assists with internal and external communication as directed by the Board of Directors, including serving as a liaison and with county officials, contractors, and community organizations; fosters cooperative working relationships among various community and regulatory agencies; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative and general policy direction from the Board of Directors. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over District employees, Fire Personnel, professional, technical, and contracted staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

The General Manager, directs and participates in assigned programs and projects including District-wide organizational activities and operations, organizational strategies and formulation and attainment of CSD goals and objectives. The classification regularly interacts with the Board of Directors in obtaining and coordinating projects and information. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the CSD with those of other agencies and managing and overseeing the complex and varied functions of the District. The incumbent is accountable for accomplishing Board of Director planning and operational goals and objectives and for furthering CSD goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The Board of Directors reserves the right to add, modify, change, or rescind the work assignments of the position and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists the Board of Directors in directing District-wide activities and operations, as assigned.
- Monitors short and long-term goals and establishes reporting mechanisms; integrates and aligns goals with budgetary resources and projections; takes action to implement Board of Director and community goals and objectives.

- Represents the District at a variety of meetings, public events, on committees and/or other related assignments regarding District services, programs and projects.
- Prepares a variety of complex correspondence, reports and presentations for a variety of audiences.
- Performs and directs or facilitates community outreach and community engagement initiatives in collaboration with appropriate staff.
- Prepares, proposes and maintains centralized administrative policies and procedures.
- Researches, formulates and proposes solutions to complex operational and organizational problems and challenges.
- Monitors legislation that may impact the District; analyzes enacted and proposed State and Federal legislation to determine impact on District and recommend Board of Director legislative positions.
- Prepares and presents reports and analyses of Board of Director proposals.
- Conducts surveys, studies, and data collection on difficult operational and administrative problems and applies solutions.
- Formulates and heads or facilitates collaborative teams as appropriate to address organizational, community or business issues.
- Evaluates processes for greater efficiency, innovation, technological applications, service delivery and effectiveness and makes recommendations for improvements; manages implementation of change.
- Writes, reviews and finalizes Board of Director agenda staff reports.
- Assists the public with issues that cannot be resolved by District staff and/or which are complex and sensitive in nature; applies solutions to resolve problems.
- May serve as CSD representative on regional agencies, at the direction of the Board of Directors.
- Takes actions to create an environment that inspires and supports teamwork and collaboration.
- Provides for the selection, training, professional development, and work evaluation of District staff; provides policy guidance and interpretation to staff.
- Manages and participates in the development and administration of the District's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approve expenditures; directs the preparation and implementation of budgetary adjustments.
- Conducts a variety of District-wide organizational studies, investigations, and operational studies; recommends modifications to programs, policies and procedures as appropriate.
- Participates on a variety of boards; attends and participates in professional group meetings, at the direction of the Board of Directors; stays abreast of trends and innovations in government administration.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; responds to sensitive inquiries at the request of the Board of Directos as appropriate.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budgetary, contract administration, municipal administrative practices, and general principles of risk management related to the functions of the assigned area.
- Applicable federal, state, and local laws, codes, and regulations.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.

- Modern office practices, methods and computer equipment and related software application methods and procedures.
- Methods and techniques for writing and presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Techniques for effectively representing the District in contacts with government agencies, community groups, and various business, professional, regulatory, and legislative organizations.
- Techniques for dealing effectively with the public, vendors, contractors, and personnel, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and Town staff, in person and over the telephone.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for assigned programs and projects.
- Work on major, high-level and sensitive District issues, programs and projects with multiple stakeholders and high levels of public interest.
- Maintain an understanding of political implications of alternatives and issues yet remain objective and apolitical.
- Prepare and administer complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of professional, and technical personnel; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensuring compliance with stipulations; effectively administer a variety of District programs and administrative activities.
- Conduct effective negotiations and represent the Town and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory and legislative organizations as directed by the Board of Directos.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Make accurate arithmetic, financial, and statistical computations.
- 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:

Equivalent to graduation from an accredited four-year college or university with major course work in business or public administration or a related field and five (5) years of management or administrative experience in municipal government or comparable agency setting. Possession of a Master's degree and public sector experience is highly desirable.

License:

- Possession of, or ability to obtain, a valid California Driver’s License by time of appointment.

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 Town 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 in 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 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 departmental policies and procedures.

EFFECTIVE: _____ 2022
REVISED: N/A
FLSA: Exempt

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