



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Assistant General Manager of Operations and Maintenance
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GENERAL PURPOSE

Under policy direction, plans, organizes, integrates, directs, manages and evaluates the activities, operations, and maintenance services of the Operations and Maintenance Branch encompassing multiple departments including maintenance, water operations, water reclamation and wastewater collections; directs and manages the development of short- and long-term goals and objectives consistent with the Strategic Plan and annual business plan and ensures their effective execution; ensures all assigned operations and functions serve the needs of the District, while complying with applicable laws and regulations; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This senior management classification is responsible for planning and directing the staff, operations and activities of multiple departments within the assigned branch; the incumbent assumes responsibility for short- and long-term planning as well as development and administration of branch policies, procedures, and services. This class provides assistance to executive management on a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the District's 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 branch with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the branch. The incumbent is accountable for accomplishing branch planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Deputy General Manager. Exercises direct supervision over management, professional, technical, and administrative staff through subordinate levels of department management.

TYPICAL 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 position.

- Plans, organizes, controls, integrates, and evaluates the work of assigned branch which encompasses multiple departments including maintenance, water operations, water reclamation, and wastewater collections; interprets District ordinances, policies, and applicable laws and regulations, and ensures services comply with the policies and strategic direction set by the General Manager, Board of Directors, and mandated regulations.
- With assigned department heads, directs the development, implementation, and evaluation of short- and long-term District-wide goals and objectives, plans, programs, projects, policies, and systems focused on achieving the District's mission, Strategic Plan, and Board priorities.
- Provides expert advice and assistance to the Deputy General Manager and General Manager in identifying, articulating, and implementing District policies, programs, and projects to meet community and customer needs.
- Directs the development of assigned branch operating and capital improvement budgets; monitors implementation of adopted budgets.
- Selects, motivates, and directs branch department management staff; plans and evaluates performance of assigned managers and staff; establishes performance requirements and personal development targets; evaluates and reviews work for acceptability and conformance with branch standards, including program and project priorities and performance evaluations; 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, policies, and labor contract provisions.
- Provides day-to-day leadership and works with executive and management team members to ensure a high performance, customer service-oriented work environment, consistent with sound management principles and District mission and values.
- Analyzes proposed state and federal laws, regulations, and court decisions for their impact on District practices and operations within assigned areas of responsibility; recommends and implements policy and procedure changes consistent with requirements.

- Reviews, evaluates, and recommends approval and/or modification of plans for water and wastewater facility projects prepared by District staff and consulting engineers; recommends and coordinates design changes, where appropriate; participates in major negotiations with contractors, consultants, vendors, and other public agencies.
- Participates in assessing regional, industry, District service area, improvement/assessment district, community and customer needs, and ensures branch/department objectives and priorities are focused on meeting those needs effectively, efficiently, and with high quality services.
- Directs the development and implementation of branch initiatives for service improvements; coordinates the preparation of analyses and recommendations regarding policy issues and long-range plans to address District service area needs.
- Participates in industry and intergovernmental activities to influence legislative and regulatory change consistent with the District's interests and needs; analyzes proposed legislation and recommends options for the District's position on legislative matters affecting the branch's operations.
- Represents the District as requested or assigned in dealings with constituent agencies in the District's service area, the Metropolitan Water District, and with other industry and governmental agencies, and professional organizations.
- Within assigned areas of accountability, serves as the District's representative to professional, industry, and community groups and customers and to other agencies, organizations, and individuals.
- Participates in regional, state, and national water, water reclamation, and other professional meetings and conferences to stay abreast of trends and technology related to District operations in assigned areas of accountability.
- May act for the Deputy General Manager in his or her absence.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties, as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned areas of responsibility.
- Principles and practices of effective leadership, management, and supervision.

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- Principles and practices of public administration, including budgeting, purchasing, and maintenance of public records.
- Organization, function, role and authority of a public agency Board of Directors.
- The Brown Act and other laws and regulations governing the conduct of public meetings.
- Principles and techniques of working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Theory, principles, practices, and techniques of water, wastewater, and maintenance management.
- Principles, practices, and techniques involved in the planning, design, 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 assigned areas of responsibility.
- District functions and associated management, financial, and public policy issues.
- Social, political, and environmental issues influencing program/project development and implementation.
- Research methods and analysis techniques.
- District personnel rules, policies, and labor contract provisions.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, direct, oversee, and manage the staff and operations of a comprehensive water and wastewater utilities system.
- Develop and implement goals and objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the District.
- Understand, interpret, explain, and apply District, state, and federal policies, procedures, laws, regulations, and court decisions governing operations in assigned areas of responsibility.
- Analyze and make sound recommendations on complex management and administrative issues.
- Present proposals and recommendations clearly, logically, and persuasively in public meetings.
- Represent the District effectively in negotiations.

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- Develop and implement appropriate procedures and controls.
- Effectively represent the branch and the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear, concise, and comprehensive correspondence, reports, studies, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Ten (10) years of progressively responsible operational engineering management experience in the operation and maintenance of a large, complex public water utility, five (5) of which should be in a management capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in engineering, life sciences, business or public administration or a related field.

Licenses/Certifications:

- A valid California Class C driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL DEMANDS

The physical 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.

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 to operate a motor vehicle and visit various District sites; hearing and

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speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas 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 up to 25 pounds.

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.

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.

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This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Assistant General Manager of Operations and Maintenance. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____