

## **ASSISTANT GENERAL MANAGER – BUSINESS SERVICES**

### **DEFINITION**

Under executive direction, plans, directs, manages, and oversees the functions, programs, and operations of the Business Services division, including finance and accounting, customer service, community affairs, purchasing and procurement, grants administration, and information technology; performs highly responsible and complex professional administrative work while assisting the General Manager in directing and coordinating the activities of the District; directly supervises assigned programs, functions, and operations; provides leadership in policy formation; serves as acting General Manager as required; and performs duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives executive direction from the General Manager. Exercises direct supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This classification is the second highest executive level within the District. Positions in this classification have responsibility for a major division within the District and oversee and direct all assigned departments, sections, programs, and operations. Work includes responsibility for budget, staffing, resources, strategic planning and accountability for the assigned functions and related decisions. Positions apply advanced management principles and strategic thinking to make and implement decisions that impact the organization as a whole and the public being served. Positions serve as advisors to the General Manager on policies, procedures, and major District initiatives.

### **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 where appropriate so qualified employees can perform the essential functions of the job.*

- Participates in leadership and management programs to provide positive, constructive leadership and management direction to staff at all levels of the organization; promotes effective and efficient operations throughout the organization by facilitating interdepartmental cooperation and sharing of resources.
- Coordinates and manages the strategic planning process; participates in the preparation, coordination, and presentation of District's strategic plan including the development of long-range operating goals, objectives, policies, priorities, and performance measures for District; develops new policies in consultation with the General Manager; confers with department directors and employees regarding significant policy and procedural changes.
- Assumes full management responsibility for all Business Services functions, programs, and operations including finance and accounting, customer service, community affairs, grants administration, purchasing, and information technology; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures;

identifies opportunities for improvement and directs and implements change management strategies.

- Coordinates and participates in providing responsible staff assistance to the General Manager, Board of Directors, and District committees and commissions as assigned; attends Board meetings and other public meetings to assist or represent the General Manager; prepares reports and correspondence and makes presentations to legislative bodies, other agencies, the Board of Directors, the general public, and District's personnel on issues regarding District activities and functions.
- Selects, trains, motivates, and directs department personnel, through management level staff; evaluates and reviews work for acceptability and conformance with department goals, priorities, and performance metrics; mentors staff and develops strategies for succession planning; works with employees on performance issues, training, and development, and implements discipline and termination procedures.
- Plans, directs, manages, and oversees the appropriate control and administration of the Authority's funds and assets as the agency's Chief Financial Officer; coordinates and directs financial planning and budgeting activities of the Authority including revenue program administration, utility rate setting, management of the Authority's investment portfolio, debt management, and overall level of operating and non-operating expenditures.
- Manages and participates in the development and administration of the Authority's annual budget; oversees preparation of regular and special budget reports to interpret directives and/or establish policies for carrying out directives.
- Develops and coordinates, in conjunction with management staff, programs and procedures relating to the operation of the District's computer, network, and telecommunication systems.
- Maintains contact with various governmental and regulatory agencies regarding special projects, grants programs, and special funding sources; ensures compliance with reporting and other requirements of regulatory agencies; supervises the preparation of various reports to regulatory and other agencies.
- Monitors legal, regulatory, and technology changes and court decisions that may affect the work of the District.
- Represents the District with regulatory agencies, elected officials, and outside organizations; explains and represents District programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Supervises the execution of projects, studies, surveys, and the collection of information in support of District initiatives; researches new operating techniques and technologies to determine more efficient and effective ways to operate and maintain District facilities; monitors the effect of District's operations on the environment.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of enterprise financing and public administration and issues related to the ongoing operation special districts.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the District.

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures
- Administrative principles, practices, and methods including strategic planning, goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Functions, authority, responsibilities, and limitations of an elected Board of Directors.
- Principles and practices of general, fund and governmental accounting, including financial statement preparation and methods of financial control and reporting.
- Principles and practices of cost and fixed asset accounting.
- Internal control and audit principles and practices.
- Principles, practices, and techniques of grant management that follow the applicable federal, state, and local laws, rules, and regulations related to grant administration. Current social, political, and economic trends and operating, financial, public relations, and/or legal problems of water and wastewater districts.
- Federal, state, and local laws, codes, and regulations relevant to assigned areas of responsibility.
- Methods and techniques of developing technical and administrative reports, and business correspondence
- 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:**

- Provide administrative, management, and professional leadership to the District.
- Coordinate and manage the strategic planning process.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, technical, and/or administrative support personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively and evaluate performance in an objective and positive manner.
- Prepare and administer large and complex budgets; allocate resources in a cost-effective manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Analyze and define a variety of administrative and organizational problems, identify solutions, project consequences, make sound policy recommendations, and implement recommendations.
- Respond to and investigate inquiries and complaints and prepare an appropriate response.
- Identify and respond to community, organizational, and Board issues, concerns, and needs.
- Effectively represent the District in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, 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 work 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.

**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:*

**Education:**

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

**Experience:**

- Fifteen (15) years of increasingly responsible experience in financial services, strategic communications, customer relations program management, or a related field, including ten (10) years of experience at the senior management or executive management level.

**Licenses and Certifications:**

- Possession of a valid California Class C driver's license, to be maintained throughout employment.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**ENVIRONMENT**

Standard office setting; frequent interaction with Authority staff and the general public.

**PHYSICAL**

- Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

**VISION**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**HEARING**

Hear in the normal audio range with or without correction.