



**DECEMBER 2018
FLSA: EXEMPT**

GENERAL MANAGER

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under policy direction, serves as agent of the Board of Directors in planning, directing, managing, and overseeing the services, activities, and operations of the District including Finance and Administrative Services, Engineering, Human Resources, Operations and Maintenance and Environmental Services; serves as chief executive officer of the District ensuring that services and operations are delivered in an efficient and effective manner; implements policy decisions made by the Board of Directors; facilitates the development and implementation of District goals and objectives; and provides highly complex administrative support to the Board of Directors.

SUPERVISION RECEIVED AND EXERCISED

Receives strategic direction from the Board of Directors. Exercises direct and indirect supervision over assigned staff and is accountable for the results produced by the District.

CLASS CHARACTERISTICS

This classification is the top executive level within the District. Incumbents in this classification manage the overall administration and strategic direction of the district. Work includes responsibility for budget, staffing, resources, planning and accountability for the assigned function and related decisions. Incumbents apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Incumbents provide leadership for the entire district, translating Board policy and direction into administration and operational action which are implemented by the executive team and subordinate management staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Serves as chief executive officer of the Orange County Sanitation District; assumes full management responsibility for all District operations, services, and activities; plans, directs, manages, and oversees the activities and operations of the District.
- Ensures the District's safety program and goals are implemented and carried out.
- Facilitates the development, implementation, and administration of the District's strategic plan and goals and objectives; interprets and implements policies and goals set by the Board of Directors.
- Directs and participates, with department head cooperation, in the development and administration of the District's budget; prepares long-term plans of capital improvements including financing plans; approves the forecast of funds needed for staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
- Establishes organizational standards and objectives; establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery

- methods and procedures; allocates resources accordingly.
- Plans, directs, and coordinates, through department heads, the work plan for the District; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; ensures that the District is being operated in compliance with applicable regulations and laws, that the District's needs are being assessed, and that improvements are being developed and implemented as necessary; meets with management staff to identify and resolve issues.
 - Assesses and monitors workload, administrative support systems, and internal reporting relationships; identifies opportunities for improvement and implements as appropriate.
 - Provides policy direction on Labor Relations issues to the Board of Directors and participates in labor negotiations with Employee Represented Groups.
 - Approves work plans of the Assistant General Manager and members of the Executive Management Team.
 - Provides staff assistance to the Board of Directors and Steering Committee; prepares, submits, and presents staff reports and other necessary correspondence and recommendations to the Board of Directors on issues for its consideration and action; oversees the preparation and administration of Board agendas; keeps Board of Directors advised of financial conditions, program progress, and present and future needs of the District; prepares recommendations and advises the Board of Directors on matters requiring legislative action; carries out direction of the Board by assigning tasks and evaluating results.
 - Responsible for establishing and maintaining favorable contacts with state and national government leaders to develop sound water related legislation and programs.
 - Confers with and represents the District to all departments, regulatory agencies, customers, businesses, and other individuals, groups, and outside agencies having an interest or potential interest in affairs of the District's concern; coordinates District activities with those of other districts, cities, counties, outside agencies, and organizations in accordance with the Board of Directors' policies.
 - Prepares reports and correspondence and makes presentations to legislative bodies, other agencies, the Board of Directors, the general public and District personnel on issues regarding District administrative activities and functions.
 - Responds to and resolves difficult, complex, and sensitive inquiries and complaints; contacts departments involved; provides direction and delegates authority as necessary to correct issues; interprets, analyzes, defends, and explains District policies, procedures, programs, and activities; negotiates and resolves sensitive and controversial issues; handles public relations dealing with the news media.
 - Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of business and public administration and issues related to the ongoing operation of a wastewater district.
 - Responds to inquiries in a courteous manner; provides information within the area of assignment; and resolves complaints in an efficient and timely manner.
 - Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Advanced principles and practices of public administration including the organization, functions, and problems of sanitation districts.
- Operations, services, and activities of a sanitation district.
- Government, governing body, and legislative processes.
- Principles and practices of generally accepted labor relations and negotiations.
- Principles and practices of budget preparation and administration.

- Current social, political, and economic trends and operating problems of sanitation districts.
- Advanced principles and practices of organization, management and supervision.
- Principles and practices of strategic planning.
- Methods of analyzing, evaluating, and modifying administrative procedures.
- Principles of effective public relations and interrelationships with community groups and agencies, private businesses and firms, and other levels of government.
- Advanced interpersonal relations skills.
- Principles and practices of program development and administration.
- Methods and techniques of research, statistical analysis, and report preparation and presentation.
- Critical thinking and decision-making techniques.
- Pertinent Federal, State, and local laws, codes and regulations.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles and practices of customer service and techniques for effectively communicating with the public, vendors, contractors, and District staff.

Ability to:

- Plan, organize, schedule, direct, assign, review, and evaluate the work of and train staff.
- Promote individual growth and development of assigned staff in the performance of work assignments.
- Effectively resolve conflict within assigned area of responsibility.
- Provide effective leadership to and coordinate the activities of the Orange County Sanitation District.
- Analyze a variety of administrative and organizational problems and make sound policy and procedural recommendations.
- Analyze and define problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Identify and respond to community and Board of Directors' issues, concerns, and needs. Serve effectively as the administrative agent of the Board of Directors.
- Develop and administer District-wide goals, objectives and procedures. Research, analyze and evaluate new service delivery methods and techniques. Prepare clear and concise administrative and financial reports.
- Prepare and administer large and complex budgets.
- Interpret and apply federal, state and local policies, laws and regulations.
- Negotiate and resolve complex issues.
- Make effective oral and written presentations to groups within and outside the District including legislative bodies.
- Ensure adherence to safe work practices and procedures in the workplace.
- Utilize a computer, relevant software applications and/or other equipment.
- Effectively communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. Bachelor's degree from a college or university accredited by the U.S. Department of Education, with major coursework in business or public administration, engineering, or a related field; AND

2. Twelve (12) years of progressively responsible administrative or staff experience in a private or public organization with at least five (5) years of experience in a high level administrative or executive capacity involving responsibility for planning, organizing, directing and financing a varied work program and experience with intergovernmental relations.

Licenses and/or Certifications:

- None.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

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 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 10 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.