



Service Beyond Expectation

GENERAL MANAGER/CEO

Job Status: Exempt
Date Adopted:
Date Modified: 03-16-2023

Safety Sensitive Position

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general policy guidance from the Board of Directors, plans, organizes, integrates, fiscally controls, directs, administers, reviews, and evaluates the activities, operations, and services of the Cucamonga Valley Water District; ensures execution of short- and long-term goals and objectives consistent with the strategic plan; ensures District operations and functions effectively serve the needs of customers/ratepayers throughout the District's service area, while complying with applicable laws and regulations; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The incumbent of this class is appointed by the Board of Directors and serves as the District's Chief Executive Officer. The General Manager is accountable for developing, implementing, and executing short- and long-term plans, policies, budgets, and strategies to accomplish the District's mission and the Board of Directors' priorities. The incumbent operates within broad general policy guidelines and exercises substantial latitude and discretion to effectively and efficiently utilize the District's resources in serving the District's constituencies and ratepayers.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Plans organize, controls, integrates, and evaluates the work of all District branches and departments to ensure that operations and services comply with the policies and strategic direction set by the Board of Directors and with all applicable laws and regulations; with the executive management team, develops and recommends adoption of a District strategic plan; directs the development and implementation and monitors the accomplishment of short- and long-term plans, goals and objectives to achieve the District's mission, strategic plan, Board priorities and compliance with applicable laws and regulations; directs the development of operating and capital improvement budgets for approval and adoption by the Board; participates in public and Board meetings.
2. Assesses regional, industry, District service area, community, and customer needs and ensures objectives and priorities are focused on meeting those needs effectively, efficiently, and with high-quality service; directs development and implementation of initiatives for service improvement/enhancement; provides day-to-day leadership and works with the District's executive team to ensure a high performance, customer service-oriented work environment consistent with sound management principles and District mission and values.

General Manager/CEO

3. Plans and evaluates organizational staff performance; establishes performance requirements and personal development targets; 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 and policies.
4. Provides leadership and works with the executive team to develop and retain highly competent, customer-service-oriented staff through selection, compensation, training, and day-to-day management practices which support the District's mission, strategic plan, objectives, and values.
5. Directs and oversees the preparation of analyses and recommendations regarding policy issues and long-range plans to address District service area needs; advises and counsels the Board of Directors regarding policy issues to meet community and customer needs; advises and assists the Board of Directors in identifying, articulating and implementing policies and programs.
6. Interprets Board of Directors instruction and requests; makes interpretations of District ordinances, policies, and applicable laws and regulations to ensure District compliance.
7. Directs and oversees the analysis of proposed legislation and regulation; directs and participates in industry and intergovernmental activities to influence legislative and regulatory change consistent with the District's interests and needs; serves as the District's chief representative in dealings with constituent cities in the District's service area, and with other industry and governmental agencies, professional organizations and elected officials.
8. Participates in regional, state, and national water-related meetings and conferences to stay abreast of trends and technology related to District operations; participates in professional and community organizations on behalf of the District and as part of the District's community involvement and community and outreach programs and activities.
9. Respond to and resolve complex and sensitive customer inquiries and complaints.
10. Perform related duties and responsibilities as required.
11. District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
12. Regular attendance at the work site.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Theory, principles, practices, and techniques of organization design and development, public administration, public financing, financial management, and long-range planning as they apply to a large, complex public water and wastewater collection utility; principles, practices, and techniques involved in the construction, maintenance and operation of a large, complex potable water distribution and water systems; federal, state, and local laws, regulations, and court decisions applicable to a water distribution system; District functions and associated management, financial and public policy issues; principles and practices of budgeting, purchasing, and maintenance of public records; organization and functions of an elected board

General Manager/CEO

of directors; the Brown Act and other laws and regulations governing the conduct of public meetings; social, political and environmental issues influencing program/project development and implementation; research methods and analysis techniques; principles and practices of effective human resource management and supervision; District personnel rules, policies, and labor contract provisions; principles and practices of sound business communications

Ability to:

Analyze and make sound recommendations on complex management and administrative issues; plan, organize and direct the operations of a large, complex water distribution and water reclamation system; understand, interpret, explain and apply District policy and procedures; present proposals and recommendations clearly, logically and persuasively in public meetings; represent the District effectively in negotiations; establish and ensure compliance with appropriate procedures and controls; prepare clear, concise and comprehensive correspondence, reports and other written materials; exercise sound, expert independent judgment within broad general policy guidelines; establish and maintain effective working relationships with Board members, District executives and managers, other elected and appointed governmental officials, industry and business executives, professional and community groups, consultants, developers, employees, media representatives and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

REQUIRED QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Job Title	General Manager/CEO
Experience	<ul style="list-style-type: none">• Ten (10) to fifteen (15) years experience in increasingly responsible executive or management experience in the operation and maintenance of a large, complex public utility, with heavy exposure to the public requiring speeches or other presentations.
Education/Training	<ul style="list-style-type: none">• Possession of a Bachelor's degree in Public Administration, Business Administration, Engineering, or a closely related field.
Desirable Degree/License/Certification	<ul style="list-style-type: none">• Master's degree in Public Administration, Business Administration, Engineering, or a closely related field.
DMV Class	<ul style="list-style-type: none">• Possession of a valid California Class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The physical demands and working environment demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

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

General Manager/CEO

Physical:

Incumbents require sufficient mobility to work in an office setting; stand and sit for prolonged periods of time; operate office equipment including computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information; use of hands repetitively to operate, finger, handle or feel office equipment and reach with hands and arms. Employees are frequently required to stand and walk.

Mental:

While performing the duties of this class, an employee is regularly required to use written and oral communication skills, read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customers who are often upset and dissatisfied, and the public.

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 normal audio range with or without correction.