

## ASSISTANT 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 executive direction, performs highly responsible and complex professional administrative work while assisting the General Manager in directing and coordinating the activities of the Orange County Sanitation District; promotes effective and efficient operations throughout the organization by facilitating interdepartmental cooperation and sharing of resources; 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 OC San. Positions in this classification manage the overall administration of OC San with responsibility for directing assigned 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 OC San initiatives.

### **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.*

- Participates regularly in leadership and management programs to provide positive, constructive leadership and management direction to staff and 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 OC San's strategic plan including the development of long range operating goals, objectives, policies, priorities, and performance measures for OC San; incorporates community and organizational input into OC San goals and objectives for General Manager and Board approval; develops new policies in consultation with the General Manager; interprets and implements policies and goals set by the Board; confers with department directors and employees regarding significant policy and procedural changes.

- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; optimizes organizational structure and staffing levels by monitoring effectiveness of work performed, workload, administrative and support systems, and internal reporting relationships, and establishing and evaluating business practices and performance metrics; identifies opportunities for improvement and directs and implements change management strategies.
- Actively engages in the succession management initiatives by leading OC San's workforce planning efforts and encouraging related staff development through appropriate development activities.
- Oversees the development and administration of assigned budget(s); participates in the preparation, coordination, and presentation of OC San's annual budget, capital improvement budget, and internal fiscal control measures; develops and presents financial forecasts and historical information including reviewing and approving expenditures and revenues and implementing budgetary adjustments as appropriate and necessary.
- Assumes full management responsibility for assigned OC San operations and functions including the development and implementation of goals, objectives, and priorities; establishes, within OC San policy, appropriate service and staffing levels for assigned functions and allocates resources accordingly.
- Selects, trains, motivates, and directs department personnel, through executive and management level staff; evaluates and reviews work for acceptability and conformance with department goals, priorities, and performance metrics; works with employees on performance issues, training, and development, and implements discipline and termination procedures.
- Participates, in support of the General Manager, in policy direction on labor relations issues and in labor negotiations with represented employee groups.
- Coordinates and participates in providing responsible staff assistance to the General Manager, Board of Directors, and OC San committees and commissions as assigned; attends Board meetings and other public meetings to assist or represent the General Manager; prepares, reviews, and makes recommendations to the Board of Directors on issues for its consideration and action.
- Supervises the execution of projects, studies, surveys, and the collection of information in support of OC San initiatives; researches new operating techniques and technologies to determine more efficient and effective ways to operate and maintain OC San facilities; monitors the effect of OC San's operations on the environment.
- Prepares reports and correspondence and makes presentations to legislative bodies, other agencies, the Board of Directors, the general public, and OC San's personnel on issues regarding OC San activities and functions.
- Serves as acting General Manager as required; oversees OC San operations in the General Manager's absence.
- 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.
- Ensures OC San's safety and health programs are implemented and carried out in the assigned department(s).
- Performs 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 OC San.
- 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.
- Applicable federal, state, and local laws, codes and ordinances relevant to area(s) of responsibility.
- Advanced principles and practices of public administration including the organization, functions, and management of special districts.
- Business operations, services, and activities of a sanitation district.
- Functions, authority, responsibilities, and limitations of an appointed Board of Directors.
- Principles and practices of labor relations and negotiations.
- Principles and practices of budget and contract preparation and administration.
- Current social, political, and economic trends and operating, financial, public relations, and/or legal problems of sanitation districts.
- Principles of maintaining effective public relations and techniques for effectively representing OC San in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations, and in meetings with the public.
- Methods and techniques of research, statistical analysis, and report preparation and presentation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current 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 OC San.
- 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 alternative solutions, project consequences of proposed actions, make sound policy and procedural recommendations, and implement recommendations in support of goals.
- Respond to and investigate inquiries and complaints and prepare an appropriate response; effectively negotiate and resolve conflict and complex issues within assigned area of responsibility.
- Identify and respond to community, organizational, and Board issues, concerns, and needs.
- Effectively represent the department and OC San in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare or direct the preparation of clear and concise financial reports and other written materials.
- Maintain confidentiality in maintaining critical and sensitive information and be discreet in handling and processing confidential information and data.
- Independently organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.

- 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.

**Employment Standards:**

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

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.
2. Twelve (12) years of progressively responsible experience in one or more of the following areas, or a related field: administrative/financial services, engineering, and/or utility operations and maintenance; including five (5) years of experience at the department management or senior management level.

**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**

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

**ENVIRONMENTAL ELEMENTS**

- 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.

**OTHER REQUIREMENTS**

- At-Will Employment: This is an "at-will" classification that serves at the pleasure of the General Manager. Employees who serve "at-will" do not serve a probationary period and may be released from employment at any time without cause or recourse to any appeal or grievance procedures.

- Pre-Employment: All employment offers are contingent upon successful completion of OC San's pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.