

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 OC San including Administrative Services, Engineering, Human Resources, Operations and Maintenance, and Environmental Services; serves as chief executive officer of OC San 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 OC San goals and objectives; provides highly complex administrative support to the Board of Directors; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Board of Directors. Exercises direct supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This classification is the top executive level within OC San. The position manages the overall administration and strategic direction of OC San. The position applies advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. The position provides leadership for the entire agency by 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 OC San operations, services, and activities; plans, directs, manages, and oversees the activities and operations of OC San.
- Facilitates the development, implementation, and administration of OC San'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 OC San'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.
- Plans, directs, and coordinates, through department heads, the work plan for OC San; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; ensures that OC San is being operated in compliance with applicable regulations and laws, that OC San's

needs are being assessed, and that improvements are being developed and implemented as necessary; meets with management staff to identify and resolve issues.

- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; establishes organizational standards and objectives; establishes and 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 change management strategies.
- Provides policy direction on labor relations issues to the Board of Directors and participates in labor negotiations with represented employee groups.
- Approves work plans for 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 on issues for its consideration and action; oversees the preparation and administration of Board agendas; keeps the Board advised of financial conditions, program progress, and present and future needs of OC San; prepares recommendations and advises the Board on matters requiring legislative action; carries out direction of the Board by assigning tasks and evaluating results.
- Establishes and maintains favorable contacts with state and national government leaders to develop sound wastewater and water related legislation and programs.
- Confers with and represents OC San to all departments, regulatory agencies, customers, businesses, and other individuals, groups, and outside agencies having an interest or potential interest in affairs of OC San's concern; coordinates OC San 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, professional groups, the general public, and OC San staff on issues regarding OC San 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 OC San policies, procedures, programs, and activities; negotiates and resolves sensitive and controversial issues; handles public relations dealing with the news media.
- 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.
- 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.
- Manage strategic planning, development, and implementation for OC San.
- Develop and implement OC San goals, objectives, practices, policies, procedures, and work standards.
- Serve effectively as the administrative agent of the Board of Directors.
- 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; ensure proper and cost-effective allocation of resources.
- 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.
- Identify and respond to community and Board of Directors' issues, concerns, and needs.
- Effectively negotiate and resolve conflict and complex issues.
- Effectively represent OC San and conduct presentations in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, legislative bodies, and in meetings with individuals.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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 in department management 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

- 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 Board of Directors. 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.