



General Manager

DEFINITION

With policy direction from the Board of Directors, plans, organizes, and directs all activities of the District; establishes goals, objectives, policies, and procedures for the District and implements approved work program activities through subordinate managers; prepares and implements the District's long-term capital improvement program; directs and participates in the preparation and implementation of the District's financial program; provides professional and technical staff assistance to the Board of Directors; represents the District to federal, state, and local public agencies and private organizations; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

General Manager is a single position chief executive classification. Under policy direction within a framework of overall goals and objectives, the incumbent is responsible for the implementation of the policy direction and decisions of the Board of Directors, the execution of administrative policies through subordinate managers, the supervision of District operations and staff, the management of all District engineering, planning, design, and construction activities, and the supervision and control of the administrative, operational, and financial affairs of the District.

This classification is distinguished from department head classifications within the District by the specific responsibility for the supervision of those classes and overall responsibility for directing all District operations and staff.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Directs the development and implementation of goals, objectives, policies, and procedures for the District; implements approved work program activities through subordinate managers.
- Prepares and implements the District's long-term capital improvement program, including administration of the engineering design, construction, operation, and maintenance of District facilities.
- Represents the District and coordinates District activities with federal, state, and local public agencies and private organizations; conducts or participates in negotiation of inter-agency agreements; tracks legislative and water policy developments and recommends the District position to Board of Directors.
- Prepares for and attends all Board meetings and presents the agenda; provides a comprehensive program of staff and technical assistance to the Board; ensures meeting notices are properly posted and that meeting minutes and resolutions are prepared and published.

General Manager

- Directs and participates in the preparation and implementation of the District's financial program, including rate setting; regularly and fully advises the Board of Directors as to the financial condition and needs of the District through financial reports and other means.
- Prepares and submits the annual budget to the Board of Directors; oversees monitoring of expenditures after budget adoption and proposes corrective action if revenues or expenditures vary materially from the approved budget.
- Oversees the establishment and classification of positions, subject to Board approval, and the appointment and dismissal of employees; recommends changes to salaries and benefits and advises the Board on employee relations matters; directs and oversees the hiring and management of contract consultants; directly supervises programs and staff assigned to the Office of the General Manager.
- Investigates and responds to customer inquiries or complaints relating to the administration or operation of the District; keeps the Board informed of the resolution of noteworthy inquiries; acts as spokesperson for the District with the media, conveys the District's position, and authorizes the issuance of press releases.
- Directs the maintenance of all official records and reports for the District; replies to all official correspondence on behalf of the District, except letters addressed to the Board of Directors; keeps the Board informed by furnishing copies of correspondence, reports, and notices.
- Performs other related work as required.

REQUIREMENTS

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

Education and Experience:

Possession of a baccalaureate degree from an accredited college or university with a major in business administration, public administration, engineering, or a related field; and eight (8) years of full-time management experience in a water utility, with at least two (2) years in a division manager equivalent role. An advanced degree in a related field is desired. Additional or amended qualifications may be determined by the Board of Directors.

Knowledge, Skills, and Abilities:

Knowledge of: principles and practices of public administration and management as applied to a local water utility; design, construction, and operation of water production and distribution facilities; federal and state legislative processes and procedures; California water policy and relevant water supply, water quality, and public health and safety issues; financial management, rate setting and the economics of capital project financing; California laws and regulations governing the operation of special utility districts; recent developments and sources of information in water policy and public administration; principles of organization, staffing, budgeting, public information, personnel management, and labor relations; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

General Manager

Skill and Ability to: plan, organize, coordinate, and direct the activities of the District; effectively delegate authority and responsibility and ensure completion of work requirements; work effectively with elected officials; promote cooperation with service area cities and effectively represent the District to other governmental jurisdictions and the media; plan, assign, and supervise the work of subordinate staff; maintain detailed and accurate records; prepare clear and concise written reports; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Additional Requirements:

- Must possess a valid California driver's license and have a satisfactory driving record.

Working Conditions/Physical Requirements:

The essential duties of this classification are performed in a controlled-temperature office and require the ability to: sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone, computer keyboard and other office equipment on a daily basis; speak and hear in person and on the phone to receive and exchange information; see sufficiently to perform assignments; and intermittently twist to reach equipment or supplies surrounding desk.

The essential functions of this classification require driving due to the need for frequent travel to water treatment plants, pump stations, reservoirs, field sites, meetings, and/or other agency facilities; transportation of time-sensitive/confidential materials, equipment, or water samples; and/or the ability to respond to emergencies, and service disruptions. Alternative transportation is not suitable due to security concerns, logistical challenges, and critical response time requirements.

Revised: 03/2025

Approved: 
Human Resources/Risk Manager

