

Phelan Piñon Hills Community Services District

Job Description

JOB TITLE: Assistant General Manager

EXEMPT:	Yes	SALARY LEVEL:	60
DEPARTMENT:	Administration	APPROVED:	04/16/2025
REPORTS TO:	General Manager		

*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.*

SUMMARY:

Under the direction of the General Manager, the Assistant General Manager is responsible for providing leadership in developing strategic relationships with regional partners, executing the District's water supply planning goals as set by the General Manager and Board of Directors (Board), including advancing the District's regional agenda to ensure water service objectives are met, overseeing engineering services including the CIP Budget, assisting in developing the District's Legislative priorities and advocating on its behalf, overseeing and planning the District's community outreach activities, serving as liaison to the Board of Directors in legislative and community events, and may act as the GM in the absence of, or on behalf of the GM as designated by the GM.

DISTINGUISHING CHARACTERISTICS:

The Assistant General Manager is an executive-level classification within the District's organizational structure. The incumbent functions as an administrative agent to the General Manager with various areas of program responsibility as described above. The Assistant General Manager will help direct the efforts of multiple division managers and other support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Responsibilities and duties may include, but are not limited to, the following):

- Manages the development and implementation of organizational/departmental goals, objectives, policies, and procedures for each assigned program area; establishes overall priorities, allocates resources, directs the conduct of the work plan, and monitors and evaluates work methods and procedures.
- Assesses and monitors workloads, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements needed changes.
- Directs and monitors the development and implementation of short-term and long-term planning, including capital projects, water supply, system reliability, and state and regional water issues, including watershed and conservation.
- Directs and administers the various groundwater basin management activities, management planning and water right issues, and Watermaster related duties and responsibilities.
- Oversee development and implementation of engineering planning, design, construction, inspection activities; participates in strategic planning related to

- water system capital improvement projects.
- Through subordinate supervisors, directs the hiring, use, and management of engineering consultants and contractors; oversees contract administration issues; monitors progress, costs, and schedules of engineering projects and prepares reports summarizing same.
 - Assists in the development of the District's legislative and governmental affairs programs and community outreach activities. Develops and cultivates relationships with local, state, and federal representatives, and community leaders.
 - Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
 - Negotiates and resolves controversial issues; investigates and responds to complex and sensitive citizen inquiries and complaints.
 - Identifies opportunities for improving service delivery methods and procedures; identifies resources needed; reviews with appropriate management staff; implements improvements.
 - Attends and participates in professional group meetings; stays abreast of new trends and innovations.
 - Performs those authorized, designated and/or directed duties and responsibilities of the General Manager under the General Manager's direction and supervision as requested, or as required in the General Manager's absence, under the direction and supervision of the Board of Directors.
 - Regular attendance at District Meetings.
 - Performs related duties as required.

EDUCATION AND/OR EXPERIENCE:

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

- Five (5) years of progressive management-level experience to include strategic planning, design, engineering and construction management of water systems, utility financing, and rates; including general knowledge of public relations, media relations, and legislative affairs.
- Experience in governmental or water industry is preferred.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

KNOWLEDGE OF:

- Administrative principles and practices, including goal setting, program and budget development, implementation, and control, and personnel management and supervision.
- Principles, practices, and procedures of public administration in a special district setting.

- Principles, practices, methods, and procedures of special district budget development administration, and accountability; fiscal and personnel management; public funding; and contract administration.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures including the California Environmental Quality Act (CEQA), the National Environmental Policy Act (NEPA) and laws affecting planning, zoning, and land development.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, training, and motivation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Methods and techniques of report preparation and business correspondence.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs to conduct, compile and/or generate documentation.

ABILITY TO:

- Plan, direct, manage, and evaluate the activities, operations, and services of assigned departments.
- Work cooperatively with, provide complex and responsible staff support to, and implement the policies of the Board of Directors and General Manager.
- Assist in the preparation, development, and implementation of the District's strategic plan.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, rules, and regulations governing department operations.
- Participate in the development of the District's annual budget.
- Evaluate department and District program operations as assigned; recommend and implement new service delivery methods, procedures, and techniques.
- Analyze complex problems, identify alternative solutions; project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare clear and concise reports.
- Collect, organize, and analyze data on a variety of topics.
- Conduct presentations for internal and external stakeholders.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.

- Effectively represent the District in meetings with governmental agencies, community groups, various businesses, professional and regulatory organizations, and in meetings with individuals.
- Independently organize and prioritize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, 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.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster effective working relationships with those contacted in the course of work.

TYPICAL PHYSICAL DEMANDS:

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

- On a continuous basis, sit at a desk and in meetings for extended periods of time.
- Use a computer for prolonged periods of time.
- Write or use keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel occasionally by automobile in conducting District business.
- Occasionally travel by airplane in conducting District business.
- Regularly required use of hands to manipulate, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
- The employee frequently is required to sit.
- The employee must be able to communicate with customers and other staff, both verbally and in writing, including listening within normal hearing range.
- Occasionally required to stand, walk, stoop, kneel, crouch or crawl.
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT:

The incumbent primarily works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The incumbent may also work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibrations, mechanical and/or electrical hazards, and hazardous chemical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER:

Must read, understand, and comply with the District's Employee Personnel Manual and all policies and procedures.