



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

GENERAL MANAGER

FLSA Designation: Exempt
Established: December, 2013
Revised: March, 2017

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.

DEPARTMENT / DIVISION General Manager

SUMMARY DESCRIPTION

Receives policy direction from the Board of Directors. Exercises general direction and supervision of all Town staff through subordinate levels of supervision. Plans, organizes, and provides administrative direction and oversight for all Town functions and activities; provides policy guidance and program evaluation to the Board of Directors and management staff; encourages and facilitates provision of services to District customers; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; pursues appropriate avenues of economic and community development; and performs related work as required.

IDENTIFYING CHARACTERISTICS

The General Manager serves as the Chief Executive Officer of the District, accountable to the Board of Directors and responsible for enforcement of all District ordinances, policies, and procedures, the conduct of all financial activities and the efficient and economical performance of the District's operations.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Plans, organizes, and administers operations of the Town, either directly or through subordinate management and supervisory staff, in accordance with applicable laws, ordinances, and regulations, and adopted policies and objectives of the Board of Directors.
2. Directs the development and implementation of goals, objectives, and programs for the Board of Directors and the Town; develops administrative policies, procedures, and work standards to ensure that the goals and objectives are met and that programs provide mandated services in an effective, efficient, and economical manner.
3. Oversees the preparation of the annual capital improvement and operating budgets for the Town; authorizes directly or through staff, budget transfers, expenditures, and purchases; provides information regarding the financial condition and needs to the Board of Directors.
4. Advises the Board of Directors on issues, programs, and financial status; prepares and recommends long- and short-range plans for District service provision, capital improvements, and funding; and directs the development of specific proposals for action regarding current and future District needs.
5. Oversees the administration, construction, use and maintenance of all Town infrastructure, assets, and facilities.

6. Represents the Town and the Board of Directors in meetings with governmental agencies, community groups, and various businesses, professional, educational, regulatory and legislative organizations; acts as the Town liaison with the media.
7. Provides for the investigation and resolution of complaints regarding the administration of and services provided by the Town.
8. Provides for contract services and ensures proper performance of obligations to the Town; has responsibility for enforcement of all Town policies and procedures.
9. Oversees the selection, training, professional development, and work evaluation of Town staff; oversees the implementation of effective employee relations and related programs; provides policy guidance and interpretation to staff.
10. Directs the preparation of and prepares a variety of correspondence, reports, policies, procedures, and other written materials.
11. Ensures the maintenance of working and official Town files.
12. Ensures that the Board of Directors is kept informed of Town functions, activities, and financial status, and of legal, social, and economic issues affecting Town activities.
13. Monitors changes in laws, regulations, and technology that may affect Town operations; implements policy and procedural changes as required.
14. Responds to the most complex, difficult, and sensitive public inquiries and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
15. Performs other duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Administrative principles and practices, including goal setting, program development, implementation and evaluation, budget development and administration, contract negotiation and administration, and supervision of staff, either directly or through subordinate levels of supervision. Principles, practices, and procedures of public administration. Functions, services, and funding sources of a public agency government. Functions, authority, responsibilities, and limitations of an elected Board of Directors. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to municipal government operations. Current social, political, and economic trends affecting the Town and its service provision. Principles and procedures of record-keeping and reporting. Modern office practices, methods, and computer equipment and applications related to work, including word processing and spreadsheet software. English usage, grammar, spelling, vocabulary, and punctuation. Techniques for effectively representing the Town in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.

Ability to:

Plan, administer, coordinate, review, and evaluate the functions, activities, and staff of the Town. Work cooperatively with, provide staff support to, and implement the policies of the Board of Directors. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls. Oversee all Town financial activities, including administering investments, the development and implementation of the Town budget, and the control of all expenditures and purchases. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, policies, and procedures. Effectively represent the Town in meetings with governmental agencies, community groups, and various businesses, professional, educational, regulatory, and legislative organizations and the media. Direct the preparation of and prepare clear and concise reports, correspondence, policies, procedures, and other written materials. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals. Use sound independent judgment within general legal, policy, and procedural guidelines. 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.

Operate modern office equipment including computer equipment and specialized software applications programs. Use English effectively to communicate in person, over the telephone, and in writing. Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND 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:

Equivalent to graduation from an accredited four-year college or university with major coursework in public or business administration, public policy, finance, accounting, engineering, or a related field and seven (7) years of management or administrative experience, preferably in a public agency reporting to an elected Board or Council.

License:

Possession of, or ability to obtain, an appropriate driver’s license may be required for some positions.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, and the public in providing customer service, explaining Town policies and procedures, and requesting and providing information.

Physical: Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Note: All employees of the Town of Discovery Bay Community Services District are designated by state law to be “Disaster Service Workers.” In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees’ normal work assignments and may continue through the recovery phase of the emergency.