

**McCLOUD COMMUNITY SERVICES DISTRICT**  
**Policy and Procedure Manual**

**POLICY TITLE:** General Manager - Job Description  
**POLICY NO.:** 2300  
**ADOPTED:** November 25, 2002  
**REVIEWED:** 02/11/13; 02/25/13; 03/10/15; 09/08/15; 02/09/16; 05/10/16; 10/03/16;  
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06/12/17

**2300.05** The General Manager is hired, evaluated annually or as otherwise warranted and terminated by the Board of Directors.

**2300.10** Major Responsibilities

**2300.11** Management: The General Manager is the Executive Officer of the District and for the Board of Directors. The General Manager oversees, organizes, and directs the activities and operations of the McCloud Community Services District, develops policy recommendations for the Board of Directors action and provides highly responsible and complex administrative support to the Board of Directors. The General Manager's position is a class that has **full responsibility** to the Board of Directors for the administration of **all** District services and activities and policies.

**2300.12** The General Manager shall carry into effect the expressed policies of the Board of Directors. The General Manager shall communicate the goals and objectives of the Board to the community.

**2300.13** The General Manager maintains cordial relations with all customers of the District, and attempts to resolve all public and employee complaints. The General Manager shall encourage citizen participation in the affairs of the District.

**2300.14** The General Manager shall ensure that all contracts, grants, agreements and policies and procedures of the District are properly carried out and implemented.

**2300.15** The General Manager shall develop, maintain and advance appropriate relationships with other local governments and their staffs.

**2300.16** The General Manager shall retain and utilize appropriate legal, accounting and other professional consultants.

**2300.17** The General Manager shall establish, maintain quality standards, and coordinate the delivery of all public services for which the District is responsible.

**2300.18** The General Manager shall serve as the District Treasurer upon appointment by the Board of Directors.

**2300.20** Public Services and Facilities Planning and Development: The General Manager shall participate in the development of the District's work plans, projects and programs with the Public Works Superintendent, Finance Officer and other staff as appropriate, monitor work flow, review and evaluate departments' products, methods and procedures.

**2300.21** The General Manager shall recommend a long range plan of capital improvements, including provision of pertinent financial data and financing recommendations.

**2300.30** Personnel: The General Manager acts as personnel officer for the District and employs such assistants and other employees as the General Manager deems necessary for the proper administration of the District and the proper operation of the works of the District in accordance with the positions authorized within the annual budget approved by the Board of Directors. The General Manager, Finance Officer and/or Public Works Superintendent and two (2) Board of Directors will be the interview committee for the hiring of all full time employees.

**2300.31** The General Manager, shall implement personnel and performance evaluation procedures, recruit, screen and select all District employees, and review all staff performance evaluations, ensure that all staff receive appropriate and necessary training, develop and maintain rapport among all staff members and promote a positive work atmosphere.

**2300.40** Fiscal Operations:

**2300.41** The General Manager shall supervise and direct preparation of the annual District budget, direct, review and evaluate annual budget requests of all District departments, direct and participate in continuous review of District expenditures throughout the fiscal year.

**2300.42** The General Manager shall keep the Board informed of potential significant sources of funds other than operating revenue that may be available to implement present or contemplated District programs.

**2300.50** Duties in the Absence of a Finance Officer

**2300.51** Serves as office manager and supervises, evaluates and trains all clerical staff, including reviewing their work for accuracy and organizing work schedules and priorities and provides back-up to the District Secretary as needed.

**2300.52** Responsible for signing liens for the District.

**2300.53** Supervises and maintains the District's various insurance policies to ensure appropriate coverage.

**2300.54** Task: Supervises and assists clerical staff, library aid and janitor in their daily work activities.

**2300.55** Task: Interacts with other special districts, county, state and federal agencies, to obtain financial information, and to respond to inquiries for information from same.

**2300.60** Board of Directors: The General Manager attends all meetings of the District's Board and such other meetings as the Board specifies from time to time.

**2300.61** The General Manager shall advise the Board on matters of policy and administration, formulate and present to the Board plans to implement policies and accomplish goals established by the Board including planning the short, medium and long term work program and capital improvements for the District, and direct implementation of the system of priorities and levels of service established by the Board.

**2300.62** The General Manager shall provide guidance to the Board of Directors in developing strategic goals and objectives, plan Board and community meetings and be responsible to maintain Board meeting and District business records.

**2300.70** Prerequisite Qualifications

**2300.71** The General Manager shall have a minimum of five (5) years of management experience, including experience in an increasingly responsible public agency position which includes the operation and/or experience of a water and/or sewer system.

**2300.72** The General Manager shall possess or obtain and continuously maintain a valid California driver's license and a satisfactory driving record.

**2300.73** High School diploma required.

**2300.74** Possess or obtain within one year and continuously maintain a State certification in Water Treatment and/or Distribution (D-2 License). This may be extended by one (1) year with approval by the Board of Directors.

**2300.75** The ability to effectively communicate both written and verbal with political officials, the constituents of the District and other governmental agency personnel.

**2300.76** Understand and implement principles and practices of leadership, motivation, team building and conflict resolution.

**2300.77** Knowledge of the organizational and management practices as applied to the analysis and evaluation of District programs, policies and operational needs.

**2300.78** Knowledge of the principles and practices of public agency organization, administration, personnel management, and finance.

**2300.79** Must live within 30 minutes of the District to be able to respond to emergencies.

**2300.80** Prerequisite Qualifications - Continued

**2300.81** Knowledge of the principles and practices of policy development and implementation.

**2300.82** Knowledge of the principles and practices of local government administration and operations, local, state and federal laws, regulations and codes especially those affecting governance of a community services district as defined in the California Government Code.

**2300.83** Knowledge of the principles and practices of government budget preparation and administration.

**2300.90** Basic Work Hours Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, however, this position requires regular work before and/or after normal office hours as necessary to effectively administer the affairs of the District. The General Manager is exempt from overtime pay or compensatory time off as an administrative employee pursuant to Section 2080.62 of Board Policy.

**2300.100** Essential Job Duties The General Manager is required to work as necessary to complete projects and job functions. The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. The essential job duties for this position include, but are not limited to:

**2300.101** Task: Assist in planning, direction and control of the administration and operation of District, including personnel management.

Physical Demand: Close and distance vision; color perception; hearing; clear speech; use of hands to finger, handle, or feel objects, tools or controls; sitting in office environment for extended periods; driving vehicle; travel to out of town meetings with overnight stays.

**2300.102** Task: Prepare and/or review policy proposals, timesheets, written instructions and drawings, reads and negotiates contracts, specifications, details and plans, and perform related paperwork.

Physical Demand: Sitting, standing, walking, close vision, reading, handwriting, use of hands to finger, handle, or feel objects, tools or controls, reading, handwriting, operation of a computer and other office equipment.

**2300.103** Task: Use computers, copiers, calculators and other business machines.

Physical Demand: Sitting, close vision, use of hands to finger, handle or feel objects, tools or controls.

**2300.104** Task: Prepare and evaluate reports.

Physical Demand: Sitting, close vision, use of hands to finger, handle or feel objects, tools or controls, reading, operation of a computer and other office equipment.

**2300.105** Task: Conducts meetings of personnel, attends meetings of other governmental agencies and organizations, attends training.

Physical Demand: Sitting, standing, speaking, hearing, driving vehicles, out of town travel and overnight stays.

**2300.106** Task: Perform customer work relations.

Physical Demand: Sitting, standing, speaking, hearing, close and distance vision, walking over uneven ground, driving vehicle.

**2300.110** Marginal Job Duties

**2300.111** Task: Performs construction inspection work and related documentation.

Physical Demand: Standing, walking over uneven ground, stooping, bending, squatting, climbing, sitting, close and distance vision, speaking, hearing, use of hands to finger, handle or feel objects, tools or controls; driving vehicle.

**2300.112** Task: Performs construction inspection work, exterior emergency utility and facility service work in the absence of adequate staffing or in the event of an emergency.

Physical Demand: Sitting, standing, walking, lifting, pushing, pulling and carrying (regularly up to 25 lbs., frequently up to 50 lbs.), climbing stairs, kneeling, stooping, bending, squatting, close and distance vision, use of hands to finger, handle or feel objects, tools or controls, driving vehicle.

**2300.120** Environmental Demands

**2300.121** Outside: Travels to do out-of-office business in a variety of weather conditions including, rain, snow and heat to +100 degrees Fahrenheit.

**2300.122** Works indoors in temperature-controlled environment.

**2300.123** Exposure to various colognes/perfumes; infrequent exposure to fumes/dust from printing cartridges.

**2300.124** Noise/Vibration: Business/office machines, office located in close proximity to highway traffic.

### **2300.130** Mental Requirements

**2300.131** Reads: complex manuals and instructions for computer software and hardware, letters, reports, memos, messages, etc.

**2300.132** Writes: reports, presentations, memos, messages, and fills out information forms. Needs ability to use or quickly learn the latest version of the District's word-processing software.

**2300.133** Math: Ability to perform complex mathematical functions and work with mathematical concepts such as algebra. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to use or quickly learn the District's current spreadsheet software.

**2300.134** Attention to Detail: High level concentration and attention to detail for extended periods of time required to perform high level management functions, produce reports and spreadsheets.

**2300.135** Repetition: Repetitive data entry to spreadsheets and computer system for accounting purposes, typing reports and presentations.

**2300.136** Judgment: Ability to work independently, prioritize work and make complex management decisions and implementation of same. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of data in written or verbal form, and deal with numerous abstract and concrete variables. Ability to work with others and formulate appropriate instructions to achieve desired goals.

**2300.137** Social Skills: Ability to relate cooperatively with members of the public, public officials, governmental agencies, Directors, and District personnel on a constant and face-to-face basis.

**2300.138** Communication Skills: Ability to quickly organize and communicate

thoughts orally, written or graphically. Ability to understand communications from others.

**2300.140** This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**2300.150** The General Manager shall be required to sign the General Manager Employment Agreement Policy 2301 – Terms and Conditions of General Manager Employment – Attachment 2301A at time of employment.