

TAHOE-TRUCKEE SANITATION AGENCY
Class Specification

Job Title: General Manager

FLSA Status: EXEMPT

Revised as of: 12/2019

DEFINITION

Plans, organizes, directs and reviews the overall activities and operations of the Tahoe-Truckee Sanitation Agency; advises and assists the Board of Directors; represents the Agency's goals and interests locally, regionally and at the State and Federal levels; provides leadership to the organization; and coordinates activities with outside agencies and the community.

DISTINGUISHING CHARACTERISTICS

The General Manager's duties are administrative/managerial and highly complex in nature, involving highly technical functions. The incumbent is responsible for representing and implementing the Board's policies and programs with employees, community organizations and the general public.

SUPERVISION RECEIVED AND EXERCISED

The General Manager reports to, and receives policy direction from the Board of Directors. Responsibilities include management authority over a large and diverse group of management, supervisory, professional, technical, and support positions whose incumbents perform the full range of administrative and operations activities for the Agency.

EXAMPLES OF DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

- Develops, plans and implements Agency goals and objectives; develops and administers policies and procedures.
- Coordinates Agency activities between departments and with outside agencies and organizations; provides staff assistance to the Board of Director's; prepares and presents staff reports and other necessary correspondence.
- Directs, oversees and participates in the development of Agency-wide work plans; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Directs the development and administration of the Agency's budget; directs the forecast of additional funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements mid-year adjustments as necessary.

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- Prepares and submits to the Board of Directors the annual reports of financial, administrative, and operational activities; keeps the Board of Directors advised of financial conditions, program progress, regulatory issues, and the present and future needs of the Agency.
- Selects, trains, motivates and evaluates personnel; provides or coordinates staff training; conducts performance evaluations; implements discipline procedures; maintains discipline and high standards necessary for the efficient and professional operation of the Agency.
- Monitors and provides direction, as needed, for media and public relations; ensures the Agency's interests are represented with customers, stakeholders, governmental agencies, the financial community and the public.
- Coordinates with outside counsel on legal issues affecting the Agency.
- Represents the Agency to outside groups and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.
- Researches and prepares technical and administrative reports and studies; prepares written correspondence as necessary.
- Represents the Agency with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Builds and maintains positive working relationships with co-workers, other Agency employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of modern and highly complex public utility administration, departments, organization, and service.
- Principles and practices of effective public relations and interrelationships with community groups, local, regional, State and Federal agencies, and the public.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal laws, rules and regulations.
- Organizational and management practices as applied to the analysis and evaluation of programs.
- Principles and practices of organization, administration and personnel management.
- Principles and practices of budget preparation and administration.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Operation of office equipment including personal computers, fax machines, copiers, printers, telephones, voicemail and e-mail systems, etc.

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- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Principles and practices of safety and emergency procedures.
- Principles and practices of customer service.

Ability to:

- Plan, direct and control the administration and operations of the Agency.
- On a continuous basis, know and understand requirements and all essential aspects of the job; access, review, analyze and interpret a wide variety of reports, technical data and budget documents; know and understand laws, regulations, rules and codes related to area of assignment; observe performance and review and evaluate staff; problem solve Agency related issues; remember various processes and requirements; and interpret and communicate policy, information and instructions.
- Prepare and administer Agency budgets.
- Develop and implement Agency policies and procedures.
- Supervise, train and evaluate assigned personnel.
- Gain cooperation through discussion and persuasion.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply local, regional, State and Federal and Agency policies, procedures, rules and regulations.
- Understand and carry out oral and written instructions, and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance, exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishment of Agency goals, objectives and activities.

Experience and Education:

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

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Experience:

Ten years of administrative and management experience that involved planning, organizing, implementing, and supervising varied programs, preferably within a public agency.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in engineering, business administration, public administration, or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of a valid California or Nevada Class C Driver License is required.

PHYSICAL REQUIREMENTS

On a continuous basis, remain stationary at desk and in meetings for long periods of time; intermittently move, traverse and position self while performing duties; access equipment surrounding desk; activate, use and operate a computer and other office equipment; use telephone; communicate through written means; and move or transport weight of 20 pounds or less.

WORKING/ENVIRONMENTAL CONDITIONS

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Some duties expose the incumbent to outdoor conditions and to all weather conditions. Possible exposure to chemicals (dust, gases, liquids, solids, fumes), odors and noise. Position requires work both during and outside of normal office hours, including occasional weekend work, and the ability to travel.