

SERRANO WATER DISTRICT

BUSINESS MANAGER

DEFINITION

Under administrative direction from the General Manager, this position is a hand-on working manager that plans, organizes, directs, manages and reviews the administrative activities and operations of the District including budget and accounting (accounts receivable and payable, journal entries, account reconciliation, etc.), information technology, human resources, and general office management functions; oversees the delivery of administrative support services to other District departments including management of the overall annual budget, oversight of the customer service and billing function, and management of human resources issues; coordinates assigned activities with other District departments and outside agencies; provides highly responsible and complex staff assistance and administrative support to the General Manager and Board of Directors; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a Department Manager classification that oversees, directs, and participates in all activities of the assigned department, including short and long-term planning, development, and administration of departmental policies, procedures, and services. This class provides assistance to the General Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS *Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

Planning, Accounting and Budget

- Assumes full management responsibility for all budget and accounting, information technology, human resources, and general office management programs, projects, services, and activities.

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within District policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Schedules and oversees preparation and planning of general ledger files for the annual audit; compiles and reviews the annual independent audit report, prepare notes to the financial statements and requirements of bond trustees and other regulators.
- Evaluates the need for and develops, plans, and schedules for long-term financial, budgetary, human resources, and/or IT programs; organizes available resources for the efficient operation of the department; compiles estimates, contract provisions, and specifications.
- Serves as the District's principal budget officer; coordinates the development and administration of the District's budget; assists with budget forecasting; reviews and controls programs and projects to ensure cost effectiveness.
- Manages and participates in all activities related to the District's general accounting function, including the maintenance of the accounting system, general ledgers, District-wide feasibility studies, cash receipts function, general and special project budgeting, fixed assets, timekeeping, account analysis, and preparing various ad hoc reports.
- Oversees the development, modification, and implementation of the District's Information Technology strategic plans, processes, and procedures.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine District needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Maintains and reconciles a variety of funds, ledgers, reports, and accounting records; examines accounting transactions to ensure accuracy; approves journal vouchers to post transactions to accounting records; performs month-end, fiscal year-end, and calendar year-end accounting system processing including day-to-day accounting function.
- Participates as a member of the management team; works cooperatively to address District issues, ensures overall health of the organization, fosters good communications between staff, and provides consistent and professional management.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the assigned fields and other services as they relate to the areas of assignment.

- Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.

Treasury/Investment/Debt

- Manages the District's Fiscal Control.
- Manages the investment of District funds and advises the General Manager and Board of Directors with regard to all financial planning.
- Monitors and analyzes all bank balances for transfer and optimal investment of funds.
- Negotiates and/or reviews financial documents for accuracy and completeness, including agreements, contracts, leases, loans, bond issues and bank service agreements.

Human Resources

- Administers, maintains, and develops District policies and administrative regulations pertaining to human resources; provides assistance to management, supervisors, and staff in the interpretation of human resources policies and procedures and processing of employee grievances; ensures compliance with Federal and State laws and Board policies related to personnel management and employer/employee relations; serves as the District's employee grievance representative and investigating compliance officer for discrimination complaints and other grievances; provides leadership in representing the District in employee disciplinary actions, grievance resolutions, hearings and representation before various Federal and State agencies; communicates and consults with legal counsel on employee litigation.
- Assists General Manager with all human resources issues, prepares all correspondence.
- Administers the District's employee benefits program including employee health and medical programs, workers' compensation, risk management, and retirement programs.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; initiates and manages internal investigations; responds to staff questions and concerns.

Customer Service

- Manages and supervises all customer service functions, both office and field; oversees the preparation of and reviews all correspondence.
- Interacts with customers to resolve disputes, as needed.
- Supervises staff for timely billing and collection of accounts.

Board of Directors

- Acts as Assistant Secretary to the Board of Directors in the General Manager's absence.
- Represents the department to other District departments, the Board of Directors, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Participates in and makes presentations to the Board of Directors and a wide variety of committees, boards, and commissions.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the General Manager.
- Assists in District public relations; maintains effective press and media relations; responds to difficult and sensitive public inquiries and complaints; recommends resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budget development, contract administration, District-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of public agency finance, including general and governmental accounting, auditing and reporting functions.
- Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Principles, practices, and techniques of human resources in a public agency setting, including recruitment, selection, equal employment opportunity, and employee orientation; job analysis and classification; compensation and benefit analysis and administration; risk management, workers' compensation, and occupational safety; and employee and labor relations, including the interpretation of laws, regulations, policies, and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.

- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District 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 District staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the District.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of operations programs and administrative activities.
- Conduct effective negotiations and effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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 administration, business administration, accounting, finance, or a closely related field and four (4) years of increasingly responsible experience in business administration, accounting, and/or financial management.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer 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.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.