

COUNTY SERVICE AREA MANAGER

(proposed new classification)

DEFINITION

Under general direction, performs a variety of tasks related to the delivery of public services, capital improvement project management, dissemination of information, budget and contract management, and public administrative proceedings related to the County Service Areas; assists in the development and implementation of goals, objectives, policies, and priorities; serves as the primary liaison between the Community Services Department, elected representatives, and constituent members of said districts while also engaging and coordinating with a variety of public agencies and/or private contractors to obtain or maintain essential public services.

DISTINGUISHING CHARACTERISTICS

This is a single class position designated as At-Will and serves at the pleasure of the appointing authority. This professional classification works closely with the Director of Community Services (or designee) while being responsible for ensuring the health and safety of communities, through the administrative oversight and application of public policy, to provide a wide range of specialized services (e.g., clean water, wastewater, storm water drainage, capital improvements, lighting, landscaping, and recreational enterprise).

As the primary liaison between the County Service Area advisory committees and their respective Board representatives and/or affected public agencies, the incumbent is expected to exercise independence in their assessment and approach to problems and decision-making, resulting in viable recommendations and actions to solve issues.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

- Reviews, coordinates, and manages County Service Area capital improvement projects, special requests, and administrative activities such as submitting water sampling and reports to ensure compliance with established grant and loan funding requirements, environment regulations, standards, and contract provisions.
- Identifies current and anticipated future program needs to determine the feasibility of enacting change or optimizing services; analyzes alternatives, and makes recommendations concerning County Service Area operations (e.g., organizational structure, budget development and administration, facilities, equipment, systems cost analysis, policy, and procedures).
- Assists in the development and implementation of department goals, objectives, policies, and priorities relative to the provision of services.
- Manages vendors and contract administration including activities such as preparing and evaluating Request for Proposals and construction project bidding and contract documents; reviewing and processing public bids invitations; monitoring expenditures; delegating tasks to contractual employees; conducting

site visits to ensure services are being rendered in accordance to established contracts; and terminating agreements as necessary.

- Prepares, reviews, controls, and monitors overall County Service Area finance related activities including budget, billings, modifications and dispersal of funds, financial audits and reports, loan or bond, tax rolls, and financial trends and cost of service analyses.
- Plans, develops, and organizes administrative studies relating to the activities or operations of the County Service Areas; gathers required information, including engineering reports needed for analysis; identifies and analyzes operational and engineering problems; collaborates with various stakeholders to evaluate alternatives; and recommends policy change, enacts ordinances, and implement appropriate solutions.
- Serves as a liaison between and confers and collaborates with the federal, state, and local governmental agencies, businesses, individual County Service Area (advisory committees), respective Board representative, citizen's groups, vendors, public, and Community Services Department to respond and resolve difficult and sensitive inquiries, complaints, and emergency situations.
- Prepares and presents reports including making recommendations on County Service Area procedures, policies, and programs at public hearings or meetings; generating written communications for public dissemination; and updating public website and calendars in accordance with the Brown Act.
- Reviews and analyzes proposed legislation, complaints and inquiries, and administrative systems; advises management on findings and potential impact; and makes recommendations to improve current County Service Area administrative systems and implementation programs.
- Works closely with County Counsel to manage litigation and ensure legal requirements regarding the preparation, filing and recordation of documents, and notifications to affected stakeholders are satisfied.
- Regularly attends, coordinates, presents, and facilitates the County Service Area advisory committee meetings and other community events as needed.
- Performs special tasks and projects such as applying for and monitoring progress of capital improvement grants and managing the fixed asset list as directed by the Director of Community Services and/or designee.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Education: Graduation from an accredited four-year college or university with major coursework in Engineering, Business Administration, Planning, Public Administration, or a closely related field; AND

Experience: Two (2) years of experience performing research, studies and analyses, program and project management, capital improvement program planning and execution,

and facilities maintenance in the areas of County Service Area and/or Special District administration, public works maintenance, planning, engineering, enterprise financing and fund management, and operations. Experience in a public agency setting is desirable.

License: This classification may require the incumbent to possess and maintain a valid California driver's license, Class C or higher, to carry out job related duties. Individual who does not meet this requirement due to a physical or mental disability may request a reasonable accommodation.

KNOWLEDGE & ABILITY

Knowledge of:

- Principles and practices of management and organizational theory, including planning, business finance, business development, contract development and management, project management, and organizational effectiveness
- Pertinent state, federal, and local laws and regulations
- Principles, methods, and practices of budgeting and accounting, municipal enterprise fund operations, cost estimates, budget execution, monitoring and expenditure control, especially as it relates to public facilities financing and capital improvement project management
- Organization and management practices relative to the analysis and evaluation of programs, policies, and operational needs
- General understanding of architectural or engineering concepts, research techniques, conflict resolution or problem-solving methods and techniques, and report preparation and presentation
- Current office practices, procedures, methods and equipment, including computer systems and applicable applications for word processing, presentation, spreadsheets, web development, point of sale and billing, financial recordkeeping and reporting, systems, and other relevant database programs

Ability to:

- Direct and manage contractors and vendors to ensure adherence and accountability of contractual obligations
- Analyze services, fiscal, budget, program, and administrative problems, needs, and/or data to soundly and timely recommend solutions and implement effective courses of action
- Evaluate and compile technical and statistical information; prepare and manage grant applications and funding
- Read, interpret, and understand complex rules, regulations, and ordinances and apply applicable processes, procedures, and legal requirements related to the administration of County Service Areas and lighting districts
- Read and understand engineering principles as it pertains to municipal services and architectural or engineering drawings
- Maintain accurate records and files

- Communicate tactfully, clearly, and concisely, both orally and in writing, especially when engaging with elected officials, community members, and regulatory agencies; preparing and organizing data and reports for public distribution; and making presentations at public meetings
- Establish and maintain effective working relationships with elected officials, state officials and constituents, co-workers, other County employees, the public, and those contacted in the course of work
- Coordinate, develop, and manage multiple capital improvement projects and sensitive/difficult issues, with competing priorities and deadlines

ENVIRONMENTAL & FUNCTIONAL FACTORS

The incumbent will perform work inside of buildings and in the community, exposing to heat or inclement weather, alone or closely with others. The incumbent is required to drive a vehicle or travel independently to various worksites throughout the County. The incumbent must be able to navigate the political landscape in a tactful manner when communicating with Board of Supervisors, community members, other agencies, and other stakeholders while dealing with a variety of stressful and sensitive situations in a calm, professional manner.

MEDICAL CLASS

This classification requires the incumbent to perform light physical work, which may include frequent lifting of up to ten (10) pounds and occasional lifting of up to fifty (50) pounds. The ability to place or retrieve items at above and below waist level will be required as well as moving about, sitting, bending, kneeling, squatting/crouching, climbing stairs, and standing. Additionally, the position requires manual dexterity, visual acuity, color and depth perception, good hearing, and eye-hand coordination to use a variety of office equipment and motor vehicle.

CLASS HISTORY

Established Date: TBD

Revision Date: