

HEBER PUBLIC UTILITY DISTRICT

REPORT TO BOARD OF DIRECTORS

MEETING DATE: December 16, 2021

FROM: Laura Fischer, General Manager

SUBJECT: Approve the Job Description for the Position of Office Manager

ISSUE: Shall the Heber Public Utility District Board approve the job description for the position of Office Manager?

GENERAL MANAGER RECOMMENDATION:

Approve the Office Manager job description.

FISCAL IMPACT:

Total Annual salary including benefits is estimated at \$100,000.

BACKGROUND:

The Office Manager position is a new position and an increase to the number of employees with the District.

DISCUSSION:

As the position is filled and the job duties and responsibilities are current, it is recommended that the Board approve the Job Description for the Office Manager position.

The job description is attached for your review and discussion. Upon approval staff will begin recruitment.

CONCLUSION:

As this is a much needed position, staff is recommending approval.

ALTERNATIVES:

- 1) Do not approve the Office Manager job description.
- 2) Make changes to the Office Manager job description before approval.
- 3) Provide alternative direction to staff.

Respectfully Submitted,

Laura Fischer,
General Manager

Attachments: Office Manager Job Description



HEBER PUBLIC UTILITY OFFICE MANAGER

JOB DESCRIPTION

Approved by Heber Public Utility District on _____

DEFINITION

Under general direction, plans, develops, organizes, oversees, and reviews the work of staff performing difficult and complex professional, technical, and administrative support related to accounting, recreation programs, human resources, and general administration; coordinates Board of Directors meetings, minutes, and agendas; coordinates assigned activities with other District staff, officials, outside agencies, and the public; fosters cooperative working relationships among departments and various community and regulatory agencies; provides complex, responsible, and confidential support to the General Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager. Exercises general direction and supervision over technical, and clerical staff.

CLASS CHARACTERISTICS

This is a management-level classification that oversees, directs, and participates in all activities related to parks and recreation, human resources, grant administration, budget preparation, risk management, and general administration. This class provides assistance to the General Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. Successful performance of the work requires a professional background as well as skill in coordinating multiple functions. The incumbent is accountable for accomplishing planning and operational goals and objectives for the assigned functions and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights 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.

- Assumes full management responsibility for all assigned programs, services, and activities; participates in the development and implementation of goals, objectives, policies, and priorities; recommends within policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and

internal reporting relationships; identifies opportunities for improvement and recommends to the General Manager.

- Directs and coordinates the work plan for the assigned functions; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors workflow; reviews and evaluates work products, methods, and procedures.
- Participates in the selection, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Prepares and presents staff reports and other necessary correspondence related to assigned activities and services.
- Implements adopted administrative services strategic plans, policies, and standards.
- Manages human resources services and activities, including recruitment and selection, employee relations, compensation and benefits strategy development and administration, employee performance evaluation and recognition, worker's compensation, risk management, and payroll and benefits administration.
- Manages and participates in the development and administration of the District's recreation programs; directs the forecast of additional funds for staffing, equipment, materials and supplies; monitors and approves expenditures; directs and implements adjustments as necessary.
- Provides responsible staff assistance to the General Manager; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to programs, policies or procedures as appropriate.
- Provides information and assistance to the public; acts in liaison activities with other agencies and the general public.
- Oversees and personally performs the preparation of Board of Directors meeting agenda materials, documents and records actions of the Board, and takes minutes at Board meetings.
- Manages the District's liability insurance and risk management.
- Performs accounting functions as a back-up or in addition to Accounts Payable and Water Clerk.
- Oversees the staff and overall administrative function of the District; supervises staff performing general clerical duties and program management (i.e., agenda coordination and completion, resolutions, minutes, and mail-outs).
- Attends and participates in professional group meetings and serves on committees; stays abreast of new trends and innovations in the functional areas of assignment; researches emerging products and enhancements and their applicability to District needs.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Represents the District to the public, elected officials and outside agencies; explains and interprets divisional programs, policies, and activities; negotiates and resolves significant and controversial issues; interprets and explains relevant laws, regulations, and requirements.
- Monitors changes in laws, regulations, and technology that may affect District or divisional operations; implements policy and procedural changes as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles, practices, and techniques of administrative services as they relate to the District, including general administration, human resources, and accounting functions.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes, and regulations.
- Local, State, and Federal government structure and officials.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned divisions.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- 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:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time, and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of and train staff.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- 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 harmonious working relationships with those contacted in the course of work.

Education and Experience: *Any combination of training and experience, which 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 two or four-year college or university with major coursework in management, business or public administration, or a related field; three (3) years or more years of professional business office operations and management experience, including supervisory or management experience, preferably in a governmental or public District setting.

A Masters' degree in business or public administration is preferred.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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 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 weighing 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. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays.