



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

CUSTOMER & COMMUNITY SERVICES SECTION MANAGER

Group-Section: External Affairs - Conservation and Community Services Section	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 068 Job #: SM002
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JOB SUMMARY

Responsible for managing customer service, educational programs, and community relations functions.

OVERSIGHT

Supervision Received: Receives direction from the Group Manager or Deputy General Manager External Affairs.

Supervision Given: Manages and supervises a staff of managers and professionals.

JOB DUTIES

1. Directs customer service, community relations, and education programs to ensure that Metropolitan's positions and goals are communicated in a consistent, timely, and effective manner; identifies opportunities for communication of Metropolitan positions through meetings with key individuals and organizations; and anticipates and responds to customer and community issues involving Metropolitan.
2. Assists executive management and staff in the prevention and resolution of conflicts with member agencies, Board members, and other parties; ensures consistency in approaches and messages on key Metropolitan initiatives; and provides technical assistance to other groups and sections within Metropolitan on issues requiring sensitive community relations.
3. Develops and maintains contact with relevant agencies and community or business organizations to represent Metropolitan goals and positions and obtain involvement and support by key constituencies and the public.
4. Contributes to development and achievement of group business plan including forecasting needs, developing long- and short-term strategies, and reporting results; oversees the planning of work and utilization of resources; and recognizes problems and develops viable solutions.
5. Selects and assigns staff ensuring compliance with all hiring and promotion policies and procedures; responds to employee grievance and concerns; coaches and mentors employees; prepares performance evaluations; identifies employee development and training requirements; and resolves conflicts.

6. Oversees and participates in the development and administration of the annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments; authorizes purchases; evaluates and approves bids for consultants and service contracts; establishes operating procedures for section and projects involving other units and sections; and prepares various reports.
7. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and fourteen years of increasingly responsible relevant experience, of which six years must have been in a management or supervisory position; or an advanced degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which six years must have been in a management or supervisory position.

Required Knowledge of: Current business and organizational management theories and practices; public sector personnel practices and regulations; financial and budgeting practices and procedures; management and supervisory concepts and techniques; project management; team building; budgetary concepts and procedures; relevant federal, state, and local laws; project management; contract administration; public relations; and community relations.

Required Skills and Abilities to: Manage a diverse work force; plan, organize, and review the work of subordinates; review work products for detail and adherence to guidelines; encourage and facilitate cooperation; mentor, develop, and motivate staff; determine training needs of staff; exercise judgment and discretion; manage customer service, educational, and community outreach programs; communicate orally and in writing on administrative and technical topics; represent Metropolitan to public agencies, regulatory bodies, special interest groups, and members of the public; establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups, and the public; use business applications; and prepare presentations for executive management, Board of Directors, member agencies, regulatory agencies, water industry professionals, and community groups.

CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS

Certificates

- None

Licenses

- Valid California Class C Driver License

Registrations

- None

DESIRABLE QUALIFICATIONS

Knowledge of Southern California water agencies including Metropolitan's member agencies; active involvement in relevant community, business, or other associations; and knowledge of media relations' practices and special event planning.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements