

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE: ASSISTANT UTILITIES DIRECTOR**

**DEPARTMENT: UTILITIES**

**BASIC FUNCTION:**

Under the general direction of and in collaboration with the Director of Utilities, this unclassified position performs managerial, administrative, and professional functions in managing the daily operations, meeting regulatory requirements, and working with regional partners to provide water, recycled water, and wastewater services to customers within the respective service boundaries. The service areas in the department include Engineering, Technical Services, Water Operations, Cross Connections, Meter Services, Wastewater, Construction, Business and Administration, and Legislative and Regulatory activities related to the utility industry.

**DISTINGUISHING CHARACTERISTICS:**

This is a single incumbent position reporting directly to the Utilities Director. This incumbent serves as the Assistant Director and may serve as the District Engineer. The incumbent also serves as the Assistant General Manager and General Manager of the Carlsbad Municipal Water District in the absence of the Utilities Director/ General Manager. The incumbent provides general strategic and administrative direction to the service areas that are assigned.

**KEY LEADERSHIP EXPECTATIONS:**

This is a key leadership position within the Utilities Department. The incumbent shall be expected to model the city's commitment to employee engagement and development as well as cultivating relationships with other city and utility agencies in all leadership activities. This includes valuing diverse opinions; cultivating a culture of trust; mentoring staff through ongoing discussion and meaningful feedback; helping people with life as well as work issues; being an encourager; and thinking long-term.

**KEY RESPONSIBILITIES:**

Assists and advises the Utilities Director/General Manager in the planning, organization, and management of water, recycled water, and wastewater service areas within the Utilities Department.

Provides highly responsible and complex administrative support to the Director.

Assists in the implementation of the city's and department's overall goals, objectives, policies, and priorities.

Develops plans and implements goals and objectives for reporting service areas. Identifies, establishes, achieves and reports on progress on the goals and objectives.

Serves in leading diverse groups of people with a positive attitude by creating and continuing to provide an encouraging and supportive working environment.

Advises the Director in the development, supervision, and evaluation of key personnel and principal subordinates. Oversees the selection, placement, training, and supervision of assigned managers for Engineering, Technical Services, Water Operations, Cross Connections, Meter Services, Wastewater, Construction, and Business and Administration.

Works with the Director and staff to oversee and plan budgetary guidelines, cost of service studies, rate structures and amounts and assure departmental operations are within allocated amounts for the three separate enterprise funds. Oversees the development and administration of the budget for assigned service areas.

Oversees the processing of agreements, change orders, contracts and environmental and regulatory documents and reporting.

Analyzes and recommends policies and procedures related to assigned service areas.

Provides testimony and presentations both internally and externally on behalf of the Utilities Department and the City. Evaluates work processes and implements best practices for Utilities related services. Evaluates training needs and coordinate training and professional growth opportunities.

Develops partnerships, professionally represents the city and the Utilities Department and maintains positive working relationships with other city departments, other special districts and the Encina Wastewater Authority, San Diego County Water Authority, Department of Water Resources and many other local, state and federal partners and provides technical assistance as necessary.

Works professionally and collaboratively with contractors, consultants, industry partners and regulators to reach goals and complete projects.

Represents the Department at community meetings, board and council meetings, public hearings, and professional conferences. Initiates and maintains relationships with community and professional organizations.

Resolves issues /conflicts with partners. and develops clear agreements for specific working and monetary relationships. Models' effective communication and a team approach.

Interacts with the City Attorney's Office, consultants, contractors, vendors, government officials, outside agencies, customers, and others to address issues, negotiate contracts and direct project flow.

Develops and tracks legislation and regulations related to each assigned service area.

Directs preparation of staff reports, agenda items, studies, and surveys.

Develops and implements policies and procedures. Prepares and presents written and oral reports, studies, and correspondence to a variety of entities.

Ensures water, recycled water, and wastewater services are provided with exceptional customer service and the highest level of ethical standards.

Embodies the attributes of a great leader to guide staff efforts to build and sustain an extraordinary Carlsbad community. Those attributes include critical thinker, effective communicator, respectful listener, courageous problem solver, kind and generous employee coach/manager who serves others before self.

Acts as department head in the absence of the Utilities Director.

Performs other related duties as assigned by the Utilities Director or as the situation requires.

### **QUALIFICATIONS:**

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill, and/or ability required.

#### **Knowledge of:**

- Water, recycled water and wastewater operations and if assigned, engineering, permit requirements, and legal considerations.
- Design, contracting and construction methods and best practices if assigned to engineering service area.
- Development and negotiation of contracts and agreements.
- Local, State and Federal laws, regulations, permits, ordinances and reporting relevant to serving and treating water, recycled water, wastewater and the operation of the Utilities Department.
- Principles of municipal budget administration, governmental budget and financial management principles.
- Budgeting, enterprise funds rate setting and Prop 218 requirements.
- Consensus building/conflict resolution.
- Organizational and technical data systems.
- Policy development
- Management and development of staff resources
- Effective citizen engagement.
- Methods and techniques for determining Utilities priorities.
- Conflict resolution techniques
- Principles of supervision, performance review and training.
- Principles, methods, and procedures of personnel and financial management.
- Public outreach and effective citizen engagement.
- Public policy and procedure development.
- Strategies for staff development, training and progression.
- Succession planning.
- Gaining cooperation through discussion and persuasion.
- Making independent judgments and decisions based on policies and procedures.

#### **Ability to:**

- Organize and manage competing priorities.
- Plan, organize and direct the assigned service areas and programs.
- Analyze workflows and organize, assign and schedule assignments accordingly.
- Communicate effectively in English, both orally and in writing.
- Communicate technical theories in a manner that can be understood.
- Develop and implement departmental goals, projects, programs and policies.
- Direct the vision and activities of the utilities service areas assigned.
- Effectively manage workplace diversity issues.
- Effectively train and supervise subordinates.
- Establish and maintain smooth and effective working relationships and respectfully resolve interpersonal conflicts.

- Foster a culture that encourages innovation, flexibility, and productive problem solving that is creative and supportive of high-quality customer service to both residents and developers, contractors, partner agencies, other county, state and federal organizations and others in the utility's community.
- Foster a teamwork environment; develop and implement effective team-building activities which ensure a supportive working environment.
- Lead, coach, instruct and motivate employees with a servant leadership approach.
- Model and practice the highest standards of ethical conduct.
- Plan and prepare effective written reports and oral presentations.
- Plan, organize and prioritize projects.
- Review and evaluate employees' job performance and recommend appropriate personnel action, if necessary.

General Knowledge of the following areas of expertise is helpful to successful performance in this position:

- Water, wastewater and recycled water regulations and requirements.
- Pertinent Federal, State and local laws, codes, and regulations.
- Principles and techniques of construction.
- Safety issues and liability reduction.
- Civil and structural design, architecture, engineering and construction, particularly if assigned to engineering service areas.
- Working through the required planning and land development processes.
- Environmental law and the California Environmental Quality Act (CEQA).
- Long-range planning for utilities and Planning Administration and/or General Planning.
- Administrative functions and programs.
- General contract management principles.
- Legislation and regulatory issues.
- Principles of organizational, financial and personnel management.
- Willingness to be a servant leader; serve others first; serve with kindness and respect.

## **EXPERIENCE AND EDUCATION**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to a bachelor's degree, preferably a graduate degree, from an accredited college or university with major course work in water resources, engineering, business or public administration, or a closely related field, and at least five years of progressively responsible professional work experience in the field of municipal government administration, at the management/supervisory level.

## **PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING**

While performing the duties of this class, an employee is regularly required to sit; talk or listen, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret regulatory and legislative documents and engineering documents, financial and statistical data, information and documents; analyze and solve problems; use math and apply mathematical reasoning and abstract statistical concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, Council members and others encountered in the course of work.

Ability to work in a standard office environment with some exposure to the outdoors; ability to travel to different sites and locations; attend evening meetings; work under pressure and potentially stressful situations.

This is an at-will unclassified classification.

DATE APPROVED: OCTOBER 3, 2023