



UTILITIES ASSISTANT GENERAL MANAGER





THE COMMUNITY

Ontario is a progressive city located in southwestern San Bernardino County, California, 35 miles east of downtown Los Angeles and 23 miles west of downtown San Bernardino, the county seat. Located in the western part of the Inland Empire metropolitan area, it lies just east of Los Angeles County and is part of the Greater Los Angeles Area. The population is just over 186,600. With sunshine and temperate climate year around, Greater Ontario's locale to all things Southern California from the mountains to sea, deserts to vineyards, and wide-open spaces, yet still close enough to urban centers, makes the city a desirable destination. The city itself offers an array of restaurants and night life, shopping and major sports venues, and semi-pro athletic teams.

The City of Ontario boasts all the amenities of Los Angeles and Orange Counties without the expense, hassle and traffic – which is why Ontario is a City where companies want to do business and a community where their employees want to live, work and play. Ontario is known as the “gateway to Southern California.” With three major interstates, two railroads and the Ontario International Airport, the City of Ontario offers direct access from Los Angeles to the rest of California, and to North America.

CITY GOVERNANCE

The City provides a full range of services to the community including; Police, Fire, Administrative Services, Community Life & Culture, Community Development, Economic Development, Housing & Neighborhood Preservation, Public Works and the Ontario Municipal Utilities Company. The City's team is staffed with approximately 1,300 full-time and 250 part-time diverse and talented employees who work to support a common goal of providing excellent service to the community.

The City of Ontario operates under the council-manager form of local government. The five members of the City Council are elected by the citizens as the legislative, policy-making branch of City government; and the City Manager is appointed by the City Council to implement policy and manage day-to-day operations. All Council Members serve at large and serve four-year terms. Every even-numbered year, either the Mayor and two Council Members or two Council Members, the City Clerk and City Treasurer stand for election. The Council Members also sit as the Commissioners of the Ontario Housing Authority.

THE ONTARIO MUNICIPAL UTILITIES COMPANY

The Ontario Municipal Utilities Company (OMUC) provides water, recycled water sewer, trash collection and recycling services to the citizens and businesses of Ontario, and strives to meet the Ontario City Council goals including, “focusing resources in Ontario's Commercial and Residential neighborhoods,” and, “investing in the City's infrastructure”. The Ontario Municipal Utilities Company does this through a comprehensive array of programs, activities, and services completed by Utilities Engineering, Utilities Operations, Environmental Programs, Water Production, Water Resources, Administrative Services and Integrated Waste Operations. The

We invite you to learn more about the City of Ontario by reviewing the City's website: <https://www.ontarioca.gov>

A few useful links are also listed below:

Approach to Public Service

(Core Values for City of Ontario employees):

https://www.ontarioca.gov/sites/default/files/Ontario-Files/Human-Resources/approach_principles_vision_for_introduction_-rev_020612.pdf

The Ontario Plan

(The City's Comprehensive Business Plan for Development)

<http://www.ontarioplan.org/>



Utilities Company is committed to providing quality work and exceptional customer services to the residents and businesses of Ontario as well as protecting the health and welfare of the community by providing cost effective, safe and reliable services. The OMUC has 198 full-time employees and a budget of \$145,126,075.

THE POSITION

The Utilities Assistant General Manager serves in a leadership role and will provide responsible staff assistance to the Utilities General Manager which may include acting in their absence. Additionally, the Utilities Assistant General Manager will be responsible for providing direction and overseeing the activities, operations, and staff of multiple divisions within the agency including:

- » Utility Engineering: includes all phases of land development project review and approval, infrastructure master planning and an extensive capital improvement program.
- » Environmental Programs: includes water quality monitoring, testing, and reporting in addition to wastewater pretreatment permitting and compliance.
- » Water Production: includes the production, treatment, storage, monitoring and movement of water supplies including groundwater wells and partner joint powers authority facilities.

The individual selected to assume this position will be expected to:

- » Manage multiple divisions within the Utilities Department which may include utility engineering, utility operations, environmental programs, water production and distribution wastewater collection system operations, and water resource functions, land development project review and approval, infrastructure master planning, capital improvement project implementation, and other functions as required.
- » Manage and participate in the development and implementation of agency goals, objectives, policies, and procedures. Monitor, evaluate, and improve the efficiency and effectiveness of service delivery methods and procedures; identify opportunities for improvement; direct and implement changes.
- » Develop goals, objectives, and performance measures for projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with key staff to identify and resolve problems.
- » Supervise and direct the activities of assigned staff including consultants and contractor selection, employee selection, work assignment, safety training and compliance, performance evaluation, employee development, disciplinary action, and complaint resolution.



- » Oversee and participate in the development and administration of assigned budgets; participate in rate review studies and the forecast of funds needed for capital improvements, staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
- » Oversee contract administration issues, monitor progress, costs and scheduling of engineering projects and prepare summary reports.
- » Provide responsible staff assistance to the Utilities General Manager; may act in the absence of the Utilities General Manager as assigned.
- » Represent the OMUC to other City departments, selected officials and outside agencies; attend a variety of boards, commissions and committees; prepare and present staff reports and other correspondence, as necessary.
- » Attend and participate in professional group meetings; stay abreast of new trends, legal requirements, and innovations; recommend modifications to programs, policies, and procedures as appropriate.
- » Research and respond to difficult and sensitive inquiries and complaints.
- » Perform related duties as assigned.

THE IDEAL CANDIDATE

The ideal candidate will have excellent leadership, management, interpersonal, and communication skills; demonstrate a collaborative and inclusive leadership style fostering teamwork and developing strong, meaningful relationships at all levels; and have the ability to inspire, motivate and empower staff to continue striving towards high performance and excellence. Additionally, successful candidates will clearly understand and

support the mission and vision of the Ontario Municipal Utilities Company; embrace change with the innate ability to view obstacles as opportunities and continually seek ways to deliver quality and innovative services; and be a strategic thinker who demonstrates initiative and sound judgment in doing what's best for Ontario's community today and in the future.

Key Competencies and Characteristics

- » The ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- » Excellent verbal, written, and interpersonal communication skills.
- » Strong customer service and business acumen, with the ability to carefully evaluate and improve the organization's efficiency, effectiveness, and productivity.
- » Can understand and work in a political, public-sector environment; and be flexible, thick-skinned, and able to adapt to changing priorities.
- » Strong personnel management and employee relations skills; able to delegate authority and responsibility while promoting individual accountability.
- » Comfortable making public presentations and establishing a high level of credibility with their audience.
- » Flexible and adaptable; works well in a high volume, demanding environment with multiple priorities.
- » Calm under pressure, possessing a positive attitude and a good sense of humor.

REQUIREMENTS

- » Bachelor's degree from an accredited college or university in civil engineering, environmental engineering, business administration, public administration, or related field. A Master's degree in civil or environmental engineering, public administration, or a related field is a plus.
- » Five years of progressively responsible management experience in water utility service, including utility engineering, utility operations, environmental programs, water production, water resources or a related field.
- » Possession of a valid Certificate of Registration as a Professional Civil Engineer from the State of California is highly desirable.



<https://www.ontarioca.gov/SocialMedia>

SALARY AND BENEFITS

The salary for the Assistant General Manager position is **\$169,249.56 - \$207,812.76**.

To view the City's benefit plans, please click below:
<https://www.ontarioca.gov/Benefits>

APPLICATION AND RECRUITMENT PROCESS

The final filing date is Friday, July 3, 2020.

To be considered, please submit a resume, cover letter and five work-related references (who will not be contacted in the early stages of recruitment) to:

<https://executivesearch.cpshr.us/JobDetail?ID=1657>

Resumes should reflect years **and** months of positions held, as well as size of past organization(s).

For additional information, please contact:

CPS HR CONSULTING

Frank Rojas,
CPS HR Consulting
Phone (916) 471-3111
Email frojas@cpshr.us

Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. CPS HR Consulting will report the results to the City. The City will then select candidates to participate in OMUC interviews. Extensive reference and background checks will be completed on the selected candidate.

