



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

WSO BUSINESS MANAGEMENT TEAM MANAGER

Group-Section: Water System Operations – Office of the Group Manager	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 059 Job #: TM059
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JOB SUMMARY

Responsible for managing and supervising administrative analysts, administrative assistants and administrative support staff. Areas of responsibility include preparation and analysis of the annual budget to include all O&M, capital, equipment, contract services, and project/program expenditures; human resource related activities to include selection, training, performance measures, records management; procurement and contract oversight; business process improvement efforts, and other related studies.

OVERSIGHT

Receives direction from the Water System Operations Group Manager or the Assistant Group Manager. Manages and supervises a staff of administrative support, professionals and paraprofessionals. Provides general oversight and leadership for the Business Support Team Managers at the various Field locations to ensure uniform business process procedures and operations.

JOB DUTIES

1. Manages the preparation and analysis of the Group or Section O&M/Capital budget to ensure compliance with the CEO's Business Plan and Group Business plan objectives; supervises analysis of cost variance and cost benefit; develops and reviews monthly cost reports. Writes and compiles Section and Group monthly variances for O&M and Capital budgets and presents findings to upper management.
2. Manages the development, tracking and reporting of performance measures for the Group or Section; develops and implements customer satisfaction feedback mechanisms, tracks results, identifies areas for improvement and coordinates process improvement initiatives. Participates in business process improvement initiatives, reviews and comments on existing operating policies to make sure that they are current.
3. Assists in the development of the annual business plan for the Group/Sections; oversees the reporting of the Group/Sections business plan; develops quarterly updates of the business plan.
4. Supervises staff including selection, assignment and monitoring of work, coaching, counseling and performance assessment; reviews work for thoroughness and adherence to standards; assesses employees' competencies and develops training plans.
5. Provides general administration of the team including establishing and tracking team goals and objectives; analyzes team activities and prepares reports; develops and monitors team budget; evaluates resource needs.

6. Provides other services such as writing board letters and making board presentations; managing contracts and software agreements; tracks recruitment and performance evaluation activities; oversees purchasing activities; oversees electronic records management; develops and monitors Group and Section performance metrics.
7. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: A bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

Required Knowledge of: Management/supervisory concepts and techniques; principles, practices, concepts and procedures of finance, budget, cost monitoring, and cost accounting; team building; contract administration; project management; report writing; presentation skills to the Board and upper management, public sector personnel practices and regulations; practices and principles of strategic planning; performance measurement tools and metrics; policies and procedures related to procurement, and human resources.

Required Skills and Abilities to: Manage the analysis of complex budget cost variances; plan and organize the work of subordinates/team members; perform financial analysis; review work products for detail and adherence to guidelines; interpret and analyze results; mentor, develop and motivate staff; use business applications such as word processing spreadsheets, databases; encourage and facilitate cooperation; interpret laws, rules, and regulations relative to the Section/Group; communicate orally and in writing on administrative and various technical topics; determine training needs of staff; represent District to public agencies, regulatory bodies, special interest groups and members of the public; prepare presentations for executive management; establish collaborative working relationships with all levels within the District.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIREMENTS

Certificates

- None

Licenses

- None

Registrations

- None

DESIRABLE QUALIFICATIONS

None

Job Title: WSO Business Management Team Manager

Job Code: TM059

Adopted: 04/27/05

Revised: 02/14/17

Supersedes: 04/01/12

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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