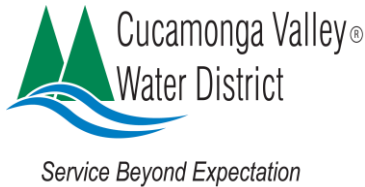


DEPUTY DIRECTOR OF EXECUTIVE SERVICES



Job Status: Exempt
Date Adopted: 05-13-2025
Date Modified: 05-13-2025

Safety Sensitive Position

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general administrative direction plans, organizes, directs, manages, supervises, integrates and evaluates the activities of the Office of the General Manager, Executive Services and the Public Affairs Division. Directs and participates in the development and execution of short- and long-term goals within the Executive Services Division, Office of the General Manager and Public Affairs. Ensures Executive Services and Public Affairs remain aligned with the District's Strategic Plan and function to serve the needs of the District while complying with applicable laws and regulations. Represents the Agency at meetings, provides outreach to community, including detailed information to ratepayers, groups/organizations, and the media. Coordinates agency services and activities among District Departments, elected officials, and partnering agencies. Provides highly complex and confidential assistance to the General Manager/CEO.

DISTINGUISHING CHARACTERISTICS

This position class is distinguished by serving as a member of the District's Executive Team and reporting directly to the General Manager/CEO. Executive Team members provide executive level support to the General Manager/CEO and Board of Directors and assist in developing the District's Strategic Plan, executing District goals and interpreting District Policy.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the General Manager/CEO.

Direct supervision is provided to the Public Affairs Supervisor and Public Affairs staff. Oversight and direction may be provided to other staff positions and department programs.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Provides confidential and analytical support to the General Manager/CEO. Including participating, planning, development and execution of a variety of projects, conducting research, collecting and analyzing statistical and related data.
2. Provides policy and strategic planning advice, guidance, direction, and authorization to carry out major plans and procedures, consistent with established Agency policies.

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3. Directs Department activities with those of other Agency staff and outside agencies and organizations; provides staff assistance to the General Manager and Board of Directors.
4. Formulates and implements departmental policy, plans and strategies, including the development and implementation of District Branding Guidelines, Communications Master Plan, Crisis Communication Plan and Social Media Plan. Leads and directs staff and outside consulting resources in the development and application of department work plans; assign work activities, projects, and programs; monitor workflow; and evaluate work products, methods and procedures.
5. Recommend the appointment of personnel; supervises, evaluates, and directs staff productivity. Assist in selecting, training, motivating and directing department personnel; evaluate and review to ensure conformance with department and District standards; coach, counsel and recommend progressive discipline; respond to staff questions and concerns.
6. Responsible for community outreach, public relations, communication and public education programs.
7. Serves as the primary point of contact with elected officials, senior staff and industry associations; makes presentations to the Agency Board of Directors, public agencies and community organizations.
8. Serving as the spokesperson or Public Information Officer (PIO) for the organization for external and internal communications, managing media inquiries, and overseeing the compiling of press releases, speeches, publications, and social media content to promote organizational initiatives; participate in crisis management planning and assist the with developing crisis communication plans and written materials; may represent the District before news media, officials, workshop, panel discussions or other various District events.
9. Prepares and distributes confidential correspondence to the Board of Directors and executive management to ensure open communication of District operations and incidents in a timely manner.
10. As Custodian of Records, serves as the liaison between the public and the District in responding to all Public Records Act requests; arranges the preparation of official records and archives of the District including ordinances, resolutions, minutes, and historical documents; prepares and maintains District retention schedule; manages annual destruction of records; implements document preservation, retention, and destruction policies in consultation with District departmental representatives. Determines the applicability of Public Records Act provisions to various District records; upon request or subpoena, furnishes copies of resolution, minutes and other official records, certified and sealed as to their validity.
11. Updates and prepares the biennial filing of the Conflict-of-Interest Code with the County to ensure District compliance.
12. Develops and implements office-related goals, objectives, policies, and procedures; analyzes and interprets complex documents and administrative procedures and regulations. Composes staff reports and resolutions; performs amendments to Administrative Policies in compliance with local, state, and federal regulations, and updates the District Code in accordance with such amendments; provides presentations at committee and Board meetings on such information.

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13. Prepares and oversee division budgets; assists in budget implementation; forecast funds needed for staffing, projects, equipment and capital; administer approved budgets; recommend adjustments as necessary for the Offices of the General Manager/CEO and Public Affairs Department.
14. District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
15. Perform related duties as assigned.
16. Regular attendance at the work site.

Marginal Functions:

1. This position also serves as Recording Secretary for the Fontana Union Water Company and Clerk of the Board for CVWD Financing Authority, Frontier Project Foundation and Cucamonga Public Facilities Corporation. The incumbent is expected to demonstrate a high level of expertise and initiative with complex, responsible and confidential work requiring the use of independent judgment and consultation with District legal counsel.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Extensive knowledge of administrative principles and practices, including goal setting, program development, implementation, evaluation and supervision of staff, either directly or indirectly or through subordinate levels of supervision.

Interpret, apply and explain applicable Federal, State and local laws, codes and regulations.

Public agency, budgetary, contract administration, District-wide administrative practices and general principles or risk management related to the functions of the assigned areas.

Employee Policy Manual, procedures and administration.

Principles of research and effective report preparation.

Administration, budgeting and personnel management.

District codes, state and local laws, and other legal requirements applicable to the governmental structure.

Legal requirements applicable to the maintenance and retention of public records.

Requirements of the Brown Act and parliamentary procedure.

Computer applications and systems related to department functions; maintenance of public records.

Ability to:

Plan, direct and coordinate the work of the assigned Department.

Prepare and administer Department Budget.

Communicate clearly and concisely, verbally and in writing.

Research and prepare complex financial and long-range planning documents.

Represent the interest of the District before various boards, committee, commission, outside agencies and the public.

Select, train, supervise and evaluate employees.

Make sound and effective decisions regarding operation and personnel functions.

Ability to (continued):

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Respond to emergency and problem situations in an effective manner.,

Understand, explain and apply policies and procedures.

Analyze unusual situations and resolve them through the application of management principles and practices.

Develop comprehensive plans to meet future District needs/services.

Deal constructively with conflict and develop effective resolutions.

Develop new policies impacting divisional operations/procedures.

Attend meetings and/or events on evening and/or weekends.

Understand the mission and functions of the District sufficient to communicate to outside agencies and the general public.

REQUIRED QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Job Title	Deputy Director of Executive Services
Experience	<ul style="list-style-type: none">• Eight (8) years of progressively responsible management in an applicable field. Including at least five (5) years in a supervisory capacity.
Education/Training	<ul style="list-style-type: none">• Either (1) Possession of a bachelor's degree in a related field or equivalent or (2) Possession of a Certified Municipal Clerk designation from the International Institute of Municipal Clerks.
Required License/Certification	<ul style="list-style-type: none">• Possession of a valid State of California Notary Public License is required, or ability to obtain within six (6) months of appointment.
Desirable Degree/License/Certification	<ul style="list-style-type: none">• Master's degree in an applicable field.
DMV Class	<ul style="list-style-type: none">• Possession of a valid California Class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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

Environment:

Standard Office setting; frequent interaction with District staff and the general public. Position regularly requires work outside of regular business hours, including after-hours; weekend work and travel is occasional.

Physical:

Incumbents require sufficient mobility to work in an office setting; stand and sit for prolonged periods of time; operate office equipment including computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information; use of hands repetitively to operate, finger, handle or feel office equipment and reach with hands and arms. Employees are frequently required to stand and walk.

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Mental:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work; work on multiple concurrent tasks with constant interruptions; work under intensive and constantly challenging deadlines and interact with those encountered during work, some of whom may be demanding, dissatisfied and upset.

Vision:

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and operate assigned equipment.

Hearing:

Hear in the normal audio range with or without correction.