



# West Valley Water District



**MISSION** West Valley Water District's mission is to provide our customers with safe, high quality and reliable water service at a reasonable rate and in a sustainable manner.

**ASSISTANT GENERAL MANAGER, OPERATIONS & ENGINEERING (AGM) RECRUITMENT**



## **An Outstanding Career Opportunity**

The West Valley Water District (WVWD) is seeking a dynamic, engaging and highly qualified Assistant General Manager, Operations and Engineering to lead the District's operations. The AGM will be a key executive responsible for leading the District's transformation into a best in class water utility and fostering a great work culture while providing outstanding water services to the customers of the West Valley Water District.

## **WEST VALLEY WATER DISTRICT**

West Valley Water District is an independent special district (retail water utility) headquartered in the City of Rialto, California, the 6th largest city in San Bernardino County. Rialto is a working-class community located 60 miles northeast of Los Angeles with a population of 104,000. The District serves approximately 88,000 customers in the Inland Empire.

## **HISTORY OF WEST VALLEY WATER DISTRICT**

The District began on February 28, 1952, when West San Bernardino County Water District was founded and became the owner and operator of three local mutual water companies. During those early years, the District supplied more water for agricultural purposes than for domestic use.

During the 1970s and 1980s, the District grew, and homes, businesses and schools soon surpassed agricultural use. There were other mergers where smaller water companies became a part of the Water District. By the end of the 1980s, the District water facilities included 180 miles of pipeline, 12 reservoirs and 15 water wells. It was during this time that the District built its office and maintenance yard on Baseline Road in Rialto, where we're still located today.

In 1992, the District was a partner in building five miles of new pipeline to bring much-needed water from the Bunker Hill Basin in San Bernardino to our area. Continuing the trend of working with our neighbors, in 1993 the District partnered with the City of Rialto to build a treatment facility for the water flowing from Lytle Creek. The Oliver P. Roemer Water Filtration Facility has been expanded twice and also accepts and treats State Water Project water, which increases the amount of water available for our customers.

In 2003, the District changed its name to West Valley Water District (WVWD). By this time the District had five treatment plants, 360 miles of pipeline, 25 reservoirs, 17 wells, 20,000 service connections, and served drinking water to approximately 66,000 residents.

In 2016, WVWD opened the nation's first perchlorate treatment facility to bring clean water directly to ratepayers using natural, bioremediation technology. Our second perchlorate treatment facility was completed in 2017. In 2018 WVWD opened its hydroelectric generation plant and saw increased housing developments in its service area. Today the District serves over 88,000 residents and continues to grow.

## **THE DISTRICT**

### **West Valley Water District Governance**

The West Valley Water District is governed by a five-member Board of Directors, elected by districts for four-year staggered terms. The Board of Directors elects a Board President and Vice President from among the five members to serve two-year terms. The Board develops the policies that governs the District. Meetings are publicly noticed, and citizens are encouraged to attend.

A General Manager is appointed by the Board of Directors to oversee the day-to-day operations of the District in accordance to the policies and procedures established by the Board. The District budgeted \$30 million in operating revenues for fiscal year 2019-2020 and \$23 million for capital improvement projects (CIP). The District employs approximately 87 individuals in support of District operations and support functions.

### **District Services**

The District provides water service to approximately 23,000 connections within its thirty-one (31) square mile service area, located in southwestern San Bernardino County with a small area of northwestern Riverside County. The service area encompasses one half of the City of Rialto, portions of Colton, Fontana, and some unincorporated areas of Bloomington in San Bernardino County and Jurupa Valley in Riverside County.

Residential customers represent 93% of the District's customer base and consume approximately 66% of the water provided by the District. The District currently has a total of 17 groundwater wells with a maximum production capacity of approximately 42,000 acre-feet per year. The District also operates a surface water treatment plant with a capacity of 14.4 million gallons per day (MGD) and a biological treatment plant for perchlorate destruction with a capacity of 2.9 (MGD). The District's water distribution system consists of 360 miles of transmission and distribution mains, approximately 23,000 service connections, 23 extraction wells, 25 reservoirs, and 12 pump stations.

West Valley Water District obtains water from both local and imported sources to serve its customers. Over (40%) of the District's water originates from its own groundwater basin wells. Additional groundwater (19%) is purchased from San Bernardino Valley Municipal Water District through the Base Line Feeder Project. This water also comes from local wells in the Bunker Hill Basin. The District obtains 21.5% of its surface water from Lytle Creek in the San Bernardino Mountains. This water is treated through the District's Oliver P. Roemer Water Filtration Facility. The remaining water (19.5%) is purchased from the State Water Project through San Bernardino Valley Municipal Water District. This water is also treated through the District's Oliver P. Roemer Water Filtration Facility.



## THE POSITION

### Assistant General Manager, Operations & Engineering (AGM)

Under direction from the General Manager and/or Board of Directors, the AGM provides leadership and management for the operations and engineering functions of the District and assists the GM in planning, directing, and managing District programs, services and resources in accordance with the District's short and long range goals, policies, and directives of the Board; and the AGM serves on behalf of the General Manager in his/her absence.

### *Essential Duties and Responsibilities*

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

- The Assistant General Manager, Operations and Engineering directs the following departments and their respective divisions: Engineering including Engineering Development and Engineering CIP; Asset Management; Water Resources Management; Operations including Production, Water Treatment, Water Quality, Metering, and Transmission and Distribution; and General Services including Business Systems, and GIS;
- The AGM oversees the majority of the District's 87 employees and accordingly works closely with human resources to ensure a highly skilled, well-trained and productive workforce that meets the District's needs; manages the work of outside vendors and consultants to ensure the delivery of quality services at reasonable cost and in a timely manner;
- Assists the General Manager in reviewing and recommending organizational operating policies, procedures and structures to the Board to ensure optimal deployment of staff required to meet the operational and human resources needs of the District;
- Develops and implements District goals, objectives, and priorities, and determines appropriate levels of service and allocation of resources to achieve timely and measurable outcomes; adjusts plans and programs as needed to meet emerging requirements;
- Assists General Manager and executive leadership in the analysis, preparation, presentation, justification and administration of the District's annual operating budget including annual and multi-year capital improvement plans and budgets;
- Directs the development of all operations and engineering budgets totaling approximately \$16 million in operating expenses and \$23 million in capital improvement projects expenditures; ensures that all departments and divisions operate within budget to achieve the District's goals; maintains in conjunction with GM and CFO systems of budget accountability and control for all operations and engineering expenditures;
- Communicates regularly with the Board, GM and staff regarding the District's operational performance and coordinates efforts with other administrative services departments/divisions to enhance collaboration and cooperation in achieving the District's goals;
- Assists in promoting the District throughout the community and with other water agencies, special districts and/or professional associations; serves as the District's representative with other governmental agencies; attends and participates in District's board and committee meetings, and community meetings; prepares and presents reports;
- Ensures the implementation and uniform application of all management policies; ensures that employees comply with all relevant regulations; promotes excellent labor/management relationships; develops staffing plans; promotes employee well-being and recognition programs; monitors staff disciplinary and performance management;
- Prepares and reviews reports and operating/production data for the organization and compares them to established objectives and standards; recommends and implements appropriate actions;
- Maintains an effective and efficient water production and transmission program; maintains an adequate water supply to meet current and future demands on the water system; and ensure water quality meets or exceeds regulatory standards;
- Fosters a robust preventative maintenance program; and ensures that the District's capital improvement program meets the growth demands of the District's service area;
- Provides leadership and direction for water conservation activities and programs while ensuring that the District operates as good stewards of water

resources and serve as leaders in water quality and environmental sustainability; and

- Performs other duties as required or assigned.

### **Top priorities for Assistant General Manager**

1. Assess the operation and engineering units, people, and systems, and make recommendations to the General Manager and Board for an organizational structure that supports the delivery of high-quality water services.
2. Develop an operational and strategic plan including the development of standard operating procedures and clear goals and objectives for the District's operational activities.
3. Assist in improving District's reputation internally and externally.

## **THE IDEAL CANDIDATE**

The ideal candidate is an innovative leader with superb interpersonal skills and judgement with demonstrated understanding of all aspects of water operations including water production, treatment and delivery; groundwater basin management; retail water rate setting; and management of capital improvement projects. Candidates should possess demonstrated leadership in alternative water supply permitting and operation; and water conservation policies and programs. The successful candidate will be a self-starter and motivator who will thoughtfully manage the District's water infrastructure and operations, business systems, capital improvement projects and policy efforts. The AGM will provide leadership, effectively communicate to all stakeholders, collaborate with department partners and manage customer expectations.

The candidates will possess outstanding leadership, management, delegation, and coaching skills. They must be able to communicate effectively and respectfully to various stakeholders and represent the District at public meetings. Specific characteristics include:

- Inspirational leadership style with proven ability to manage organizational culture transformation;
- Experience managing a unionized workforce in an organization comparable to the size of WVWD;
- In-depth knowledge and understanding of current and future regulatory and environmental compliance issues;
- Demonstrated ability and project management experience with capital planning and project delivery;
- Excellent people skills and presence to work effectively with and maintain productive relationships with employees at all levels and with various external stakeholders including local, state, and federal regulators and the community;

- Credible leader who is a proven change agent and team builder who gets things done; inclusive leader who is open, fair, trustworthy, and values core competencies of safety, service, and integrity; and values, supports and empowers staff;
- A track record of thoughtful and strategic workforce and resource management that aligns with organizational needs and priorities; and
- A responsive, proactive problem solver who is decisive and leads by example.

### **Education:**

Graduation from an accredited college or university with a bachelor's degree in water resource management, engineering, chemistry, biology, biochemistry, public administration, business administration or a closely related field. An advanced degree, professional engineering license, and appropriate water certifications are desirable.

### **Experience:**

Six years of recent, paid progressively responsible operational, technical and administrative experience working for a water utility and/or a public works department with a water or wastewater enterprise. Experience should include water production, treatment and transmission; capital project development and management; engineering, planning, regulatory compliance; and maintenance, water conservation and alternative water source program development. Additionally, at least three years of experience must include high-level supervisory and/or management responsibilities.

## **COMPENSATION AND BENEFITS**

West Valley Water District offers an attractive salary and an attractive benefits package to the selected candidate based on qualifications and experience. The salary range is \$135,450 to \$222,227.

## **APPLICATION & SELECTION PROCESS**

The Assistant General Manager recruitment is being conducted by The Hawkins Company (search consultants). They will review all written materials submitted and will screen and evaluate candidates. Only the most highly qualified candidates will be invited to participate in an on-site interview. Interested and qualified individuals are invited to submit a resume and cover letter of interest electronically to [wwvd.agm@thehawkinscompany.com](mailto:wwvd.agm@thehawkinscompany.com). Resumes received by Thursday July 2, 2020 will receive first consideration.



### **THE HAWKINS COMPANY**

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Confidential inquiries are encouraged and should be directed to Mr. Bill Hawkins at 310-348-8800, [bill@thehawkinscompany.com](mailto:bill@thehawkinscompany.com) or Ms. Yonnine Hawkins Garr at 323-252-1655, [yonnine@thehawkinscompany.com](mailto:yonnine@thehawkinscompany.com).