

# WESTLAND Irrigation District

## GENERAL MANAGER

### Position Description

Westland Irrigation District believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the incumbent nor the organization to only the work identified. It is expected that each employee will offer his/her services wherever and whenever necessary to ensure the success of the district.

**Title:** General Manager

**Exempt/Non-Exempt:** Exempt

**Pay Range:** Negotiable

**Department:** Administration

**Reports To:** Board of Directors

**Effective Date:** January 1, 2021

New position     Position change     Revision

### General Position Summary:

The General Manager is responsible for carrying out District policies under the direction of the Board of Directors and running day-to-day District operations in a manner that aligns with the by-laws, policies and procedures, and goals of the District.

### Essential Functions/Major Assignments:

#### **With Board of Directors:**

- Establish an excellent working relationship with the Board through open dialogue, policy recommendations, progress updates, and timely responses to inquiries.
- Uphold responsibility to the Board by active participation at Board meetings, efficient response to requests for information, and concerted efforts to meet established District plans and goals.
- Develop and manage an annual operating budget for the District that aligns with the stated goals of the District and the Board.
- Update Board on complaints received about operations or personnel matters in accordance with District's Complaint Procedure.
- Maintain records of District policies and procedures and records of meeting motions that are relevant to current and ongoing District operations such that the records are up-to-date and available for viewing by the Board and by patrons.
- Advise the Board in the establishment of personnel salary scales, rules, and regulations.

#### **With community:**

- Strive to build relationships with other irrigation districts, state agencies, and local organizations and leaders through regular attendance at meetings and conferences and proactive efforts and transparent dialogues to maintain partnerships.
- Keep District in compliance with all state and federal requirements that directly affect the District.

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## With District patrons:

- Promote a District ethos of customer service with a focus on clear communication to patrons, Directors, and the public.
- Drive efforts to disseminate news and information to patrons through newsletters, website postings, social media, and email, and monitor effectiveness of these communication options.
- Strive to understand patron needs and drive efforts to develop communication and engagement strategies to inform and educate patrons about District news, operations, and projects through newsletters, website, social media, and email.

## With District staff:

- Ensure effective day-to-day operations by hiring and managing qualified staff. Promote an atmosphere that encourages excellence and growth. When necessary, take responsibility for discipline and dismissal of employees in accordance with district policy.
- Elevate staff competency by developing standards for evaluation and creating plans for training and continuing education that will allow for continual improvement and growth of District staff.
- Work with staff to develop a strong customer service-oriented approach to daily operations and model behaviors conducive to the District's goals and objectives.

## Other

- Implement and assist with setting policy and goals of District and seek Board approval:
- Complete long-term plans for the District, including financial and budget plans, policy implementation plans, emergency/contingency plans, and water delivery/infrastructure improvement plans.
- Safeguard the future of the District by engaging in active attempts to identify and secure new sources of water, by staying abreast of new irrigation technology developments that could support progressive and efficient upgrades for the District, and by creating long-range plans for the District.
- Establish a positive working relationship with the Board by providing policy recommendations and District updates while incorporating feedback and implementing directives from the Board.
- Seek opportunities to improve the District through infrastructure, conservation projects, and grants.
- Develop, implement, and maintain an active safety program:
- Ensure proper preventative attention to safety issues and emergency situations through the development of protocols and plans.

## Secondary Functions:

- All other duties as assigned.

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## **Job Scope**

- The District Manager oversees all aspects of the District operations, and in this role, supervises all staff, reviews work products, and tracks project implementation.
- The District Manager works independently, but under the guidance of the Board of Directors.
- The District Manager works collaboratively with a variety of resource agencies and private organizations including; the Oregon Department of Water Resources, Oregon Water Resources Congress, Natural Resources Conservation Service (NRCS), Confederated Tribes of the Umatilla Reservation and other local, state and federal agencies to further the District's mission.

## **Supervisory Responsibility:**

- This position directly supervises four positions: Office Manager, Field Supervisor, Maintenance Worker, and Ditch Rider. However, as District Manager, this employee is indirectly responsible for all staff including those under contract with other agencies but assigned to the district.

## **Specific Job Knowledge, Skill and Ability:**

### **Demonstrated skills:**

- Management and employee supervision and motivation
- Long and short-term professional relationship building
- Excellent interpersonal and customer service skills
- Human Resources Management (e.g. hiring practices, performance appraisals, progressive discipline, development and implementation of policies and procedures, etc.)
- Record keeping and organization
- Familiarity with computer systems, including word processing, spreadsheets, website platforms, accounting software, mapping programs, and water management software

### **Ability to:**

- Communicate effectively to public and patrons verbally and in all written correspondence
- Think critically about future District needs and able to execute plans of action
- Visualize and formulate long-range plans
- Respond quickly, appropriately, and effectively to unexpected situations
- Work with the Board to complete expectations for the job
- Identify and prioritize District infrastructure projects to ensure the District is effectively operated
- Balance duties to Board, staff, and patrons in an effective and timely manner
- Ensure efficient day-to-day management through excellent staff management and applied problem-solving ability

### **Working knowledge of:**

- General irrigation district operations
- District water delivery systems and water issues
- Oregon water rights law, policies, and procedures
- Budget development and management

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- Ways to approach funding options through grants, assessments, or other mechanisms
- Safety programs and employee training programs

**Education, Experience, and Certification/Licensure:**

**Minimum Qualifications**

- High School Diploma or equivalent
- Five years of experience managing/leading/supervising organizations and/or programs in a related field.

**Desired Qualifications**

- Bachelor’s degree in business administration, agriculture, engineering, public administration, water resources or closely related field is preferred.
- Experience with irrigation water delivery systems and operations, including Oregon water law.
- Experience with additional software, including accounting and ArcGIS.
- **Or** an equivalent combination of education, training, and experience sufficient to successfully perform the essential duties of the job.

**Working Conditions:**

- The District Manager works primarily in the office, but also participates in field activities as needed; this position involves approximately 75% office and 25% field work.
- Fieldwork requires the ability to walk long distances (1- 4 miles) across sloped, uneven terrain, sometimes in inclement weather.
- Must be able to carry and use equipment and supplies up to 30 lbs.
- There are some periodic weekend and evening hours as required during the irrigation season (April to October).
- This position also involves periodic travel to meetings and training, some regular evening meetings and occasionally may require overnight stay of more than one day for training or conferences.
- Driving is required for this position; a valid driver’s Oregon license and insurance will be required.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_  
(The signature of the employee indicates this document has been read and is understood.)

Supervisory Approval \_\_\_\_\_ Date \_\_\_\_\_  
(The signature of the Supervisor confirms the assignment of work to the employee.)