

FILED 9-11
by the Board of Directors of
The Metropolitan Water District
of Southern California
at its meeting held

OCT 10 1995



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METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA

Robert E. Deff
EXECUTIVE SECRETARY

September 26, 1995

To: Board of Directors (Organization and Personnel Committee--Information)

From: General Manager

Subject: Executive Assistant for Member Agencies

RECOMMENDATION:

For information Only.

John R. Wodraska
General Manager

Submitted by:

Liz Rojas

Liz Rojas
Executive Assistant for Strategic
Policy Development

Concur:

JR Wodraska

John R. Wodraska
General Manager

LR/vb

Attachments

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EXECUTIVE SUMMARY:

The General Manager requests that the Organization and Personnel Committee (Committee) review the proposed Executive Assistant for Member Agencies position. The purpose for the proposed position is to improve the communication and services to our existing Member Agencies. The position would report directly to the General Manager.

The General Manager recommends that the Committee review the draft job description and organizational structure (Attachments 1 and 2). The qualifications and recruitment process is intended to encompass the recommendations and suggestions of the Board as well as the Member Agencies.

DETAILED REPORT:

At the August Board Meeting, the General Manager transmitted the District Work Plan for Fiscal Year 1995-96. The Work Plan defines Outreach as one of the focus areas for the fiscal year. It identifies such tasks as assessing and meeting customer needs and consolidating the point of contact for Member Agencies to improve communications and service. At the Member Agency Managers Workshop, the issue of improving communication was a key discussion topic. The Member Agency Managers expressed support for the consolidation of the point of contact within Metropolitan to improve service.

Based on this input, the General Manager is proposing the creation of an Executive Assistant for Member Agencies position to increase Metropolitan's effectiveness in meeting the needs of Member Agencies. This position would report directly to the General Manager. The position would serve as a single point of contact for Member Agencies, referring their inquiries either directly to specific divisions, or working with the divisions to assemble inter-divisional work groups to meet Member Agencies' more complex needs.

The position would provide a benefit to the Member Agencies by allowing them to contact Metropolitan about an issue only once, without the need for familiarity with Metropolitan's organizational structure and divisional responsibilities. The position would also be responsible for assessing both current and future needs of Member Agencies. The Executive Assistant would monitor the progress on a Member Agency request with the intent of shortening the response time while increasing the quality of service from Metropolitan.

Upon review by the Board, the General Manager is scheduled to submit the proposed job description and organizational structure to the Member Agencies for input at its October Member Agency Manager's meeting. Upon receipt of information from both the Board and the Member Agencies, the selection process would commence.

The selection process for this position would be through competitive interview, open both internally and externally to Metropolitan. The selection and interview panel would include representation from the Member Agencies. It is projected that the recruitment process would commence in November of 1995 with a selection of a candidate by the early part of 1996. The Executive Assistant for Member Agencies would represent a reallocation within the existing budgetary compliment not a new budgeted position.

**DRAFT JOB DESCRIPTION
FOR THE POSITION OF
EXECUTIVE ASSISTANT FOR MEMBER AGENCIES**

RESPONSIBILITIES

The Executive Assistant for Member Agencies is responsible for assisting the General Manager in administrative duties related to the delivery of service to all of Metropolitan's Member Agencies. This position would act as the single customer interface for the Member Agencies coordinating Metropolitan's efforts in providing the following:

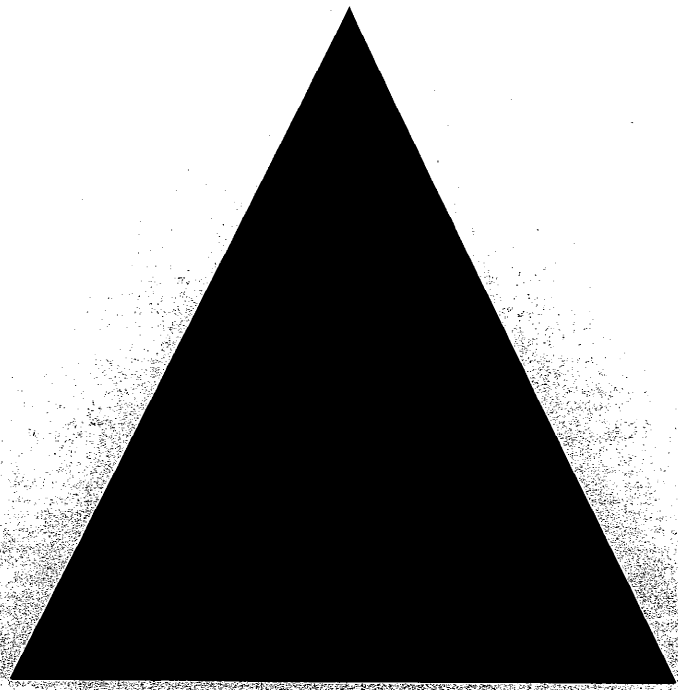
- Coordinating all incoming requests from Member Agencies, working through specific divisions within Metropolitan, or assembling short-term interdivisional workgroups to meet Member Agencies' needs.
- Marketing Metropolitan's existing services to Member Agencies.
- Strategic planning analyses that involve a comprehensive assessment of current services to Member Agencies, as well as identifying short-term and long-term "customer needs."
- Development of new products and services, as well as their marketing strategies, to meet Member Agency needs.
- Assessment and development, within Metropolitan's service area, of partnerships, alliances and external networks to support Metropolitan's mission.

EDUCATION AND EXPERIENCE

- Candidates for the position should have a Bachelor's Degree, from an accredited college or university, either in engineering, business, or a related field. A relevant Master's degree would be a plus.
- Both public and private sector experience will be considered qualifying. It is preferred that the selected candidate have experience in California or in the southwestern United States.
- Candidates should have approximately 15 years of progressively responsible experience in the utility industry, with an emphasis on customer service and account management, preferably dealing with large customers.
- Candidates should have demonstrated planning skills in a rapidly changing industry sector. Past experience must exhibit a record of a superior customer service approach to business.

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