

**MEMORANDUM**

**TO:** Board of Trustees

**FROM:** Kendra Wong  
Chairwoman

**SUBJECT:** Review, discuss, revise and possibly approve the District General Manager's Job Description

**DATE:** November 20, 2019

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**I. RECOMMENDATION**

That the Board of Trustees makes a motion to approve the District General Manager's Job Description.

**II. BACKGROUND**

At the November 13, 2019 Board of Trustees meeting, Trustee Dent asked that we bring this matter forward. All Trustees were reminded to make their edits and get them into to the District Clerk no later than December 2, 2019 so that the Board of Trustees could undertake this agenda item; Chairwoman Kendra Wong was the only submitter from the Board of Trustees. Director of Human Resources Dee Carey has updated the salary range to reflect the current environment.

The job description immediately following this memorandum is the current job description as approved in 2017. Following that job description is the edited version which is presented for adoption. A conformed copy is the final job description attached hereto.

# **CURRENT JOB DESCRIPTION**



## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

**Job Title:** General Manager  
**Job Number:** 1110A  
**Salary Grade:** Contract  
**Department:** Administration  
**Reports to:** Board of Trustees  
**FLSA Status:** Exempt - Executive  
**Salary Range:** \$100,000 to \$200,000 (which includes measurable incentives)

### **SUMMARY**

Under the general direction of the District's Board of Trustees, assumes full responsibility for the operation and management of the Incline Village General Improvement District (IVGID).

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Not necessarily in order of priority, include the following. Other duties may be assigned by the Board of Trustees.

1. Provides excellent customer service to parcel owners, local businesses, government agencies and visitors to Incline Village/Crystal Bay.
2. Oversees the operation and management of the District, including the supervision and control of all of the District's property, activities, personnel, business, and operations. The General Manager is the chief executive officer of IVGID, responsible for all services, programs, budgets, and the overall operational and financial performance of the District.
3. Recommends, supports the development of, and implements policies and directives set by the Board of Trustees.
4. Directs operation and management of the District in compliance with Ordinances, Resolutions, Regulations, Long Range Principles, Policies and Practices.
5. Directs and participates in the development and implementation of long and short range goals, objectives, policies, practices, and procedures for the District.



## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

6. Implements all personnel rules and regulations, recommends staffing levels, and maintains authority to hire, discipline, or discharge employees as may be necessary to carry out District business.
7. Leads, manages, mentors, empowers and coaches direct reports such as, but not limited to, the Executive Assistant/District Clerk, Communications Coordinator, Director of Finance, Director of Community Services, Director of Public Works, Director of Human Resources, Director of Asset Management and the Director of Information Systems & Technology.
8. Negotiates a variety of contracts and agreements on the District's behalf including labor negotiations with various union bargaining units.
9. Prepares and coordinates preparation of and administers the annual operating budget, long range financial planning, and capital improvement programs for approval by the Board of Trustees.
10. Coordinates preparation and presents to the Board of Trustees agenda packages as requested by the Board of Trustees.
11. Controls, monitors, and reports on programs, projects, and activities in collaboration with Department Heads and Directors.
12. Participates in the development of departmental strategic management and business plans.
13. Leads and supports District wide efforts and training to provide excellent customer service with a focus on retention and loyalty building service.
14. As supported and guided by the Board of Trustees, represents IVGID to the community, media, and other entities, organizations, and government agencies at the local, regional, state, and federal levels.
15. Confers with and responds to District stakeholders and their requests for services, suggestions, and complaints.
16. Supports District managers in identifying day-to-day and IVGID organization-wide departmental operating issues and problems; analyzes





## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

alternatives and initiates solutions through effective leadership, collaboration and communication.

17. Directs staff in the preparation, award, and administration of service, maintenance, construction, concessionaire, material, and other contracts.
18. Assists, advises, and supports the Board of Trustees on special projects, problems, and initiatives.
19. In support of the Board of Trustees, acts as primary interface with the District's General Counsel.
20. Adheres to and enforces stated safety policies and procedures.

### **LEADERSHIP AND SUPERVISORY RESPONSIBILITIES**

1. Leads and manages a staff of Directors and Department Heads who, in turn, lead and supervise a total of approximately 750 employees (including seasonal employees) in the General Manger Department, Administrative, Internal Services, Community Services and Public Works areas.
2. Responsible for the overall leadership, direction, coordination, and evaluation of these units.
3. Carries out leadership responsibilities in accordance with the organization's policies, practices and procedures and applicable laws.
4. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
5. Works closely with the Senior Staff which is defined as Director of Human Resources, Executive Assistant/District Clerk, Director of Finance, Ski Resort General Manager, Director of Parks & Recreation, Director of Public Works, Director of Asset Management and Director of Information Systems & Technology.
6. Is responsible for fostering a positive and productive organizational culture.

### **QUALIFICATIONS**



## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

1. To perform this job successfully, an individual must be qualified to perform each essential duty satisfactorily.
2. The requirements listed below are representative of the knowledge, skill, and/or ability required.
3. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION**

1. A Bachelor's degree in Public Administration, Business, Finance, Accounting, Engineering or other related field from an accredited four year college or university is required.
2. A Master's Degree in Public Administration or Business Administration is strongly preferred.

### **EXPERIENCE**

1. A minimum of ten (10) years of related, increasingly responsible, management experience within a customer-service driven and multi-functional environment is required.
2. Experience must also include successful leadership and management of disparate disciplines, i.e., finance, engineering, operations, administration, recreation, and marketing.
3. Experience within a municipal, governmental, community based organization, or recreational service environment is strongly preferred.
4. Experience reporting to a publically elected Board and experience in providing public services subject to public scrutiny is also strongly preferred.

### **COMPREHENSION/COMMUNICATIONS SKILLS**

1. Ability to read, analyze, and interpret complex documents.
2. Ability to understand, use, and effectively communicate to a diverse audience financial, technical, regulatory, and operational data.
3. Ability to respond effectively to sensitive inquiries or complaints and to establish and maintain effective working relationships with a broad variety of people.
4. Ability to develop presentations and write articles to address a community-wide audience.
5. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to employees, management, public groups, and the Board of Trustees.





## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

6. Ability to effectively communicate in a single one on one environment, where emotions may run extremely high.
7. Ability to influence others through persuasion, leading by example and team decision-making skills as opposed to the authority of rank is essential.
8. Overall, must be an extremely effective communicator, orally and in writing, with an open and approachable style.
9. The duties and responsibilities of this position necessitate the use of a cellular phone/mobile communication device for District business reasons.

### **MATHEMATICAL SKILLS**

1. Ability to apply advanced mathematical concepts and mathematical operations to tasks such as development of budgets, review of budgets, operating statements and other financials, and analysis of strategy/policy making decisions and related economic impacts.

### **COLLABORATION ABILITY**

1. Must have validated strong collaborative and consensus building skills to be applied in leadership and problem solving situations.
2. Ability to create a climate in which people want to do their best and encourage participation and open dialogue at all levels.

### **REASONING ABILITY**

1. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
2. Ability to deal with a variety of abstract and concrete variables.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

1. Valid and current drivers' license, acceptable to the State of Nevada, with a driving record which ensures insurability is required.
2. Successful completion State of Nevada/Federal background check through fingerprinting because position has unsupervised access to children, the elderly or individuals with disabilities and/or has access to their records. Pursuant to National Child Protection Act (NCPA) of 1993 as amended by the Volunteers for Children Act (VCA).
3. Licensure or certification as an engineer, public accountant, or similar pertinent professional field is preferred.





## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

It is the employee's responsibility to maintain all required certifications and licenses and to report any changes to the supervisor

### **OTHER SKILLS AND ABILITIES**

1. Well developed and proven leadership skills, especially in the use of delegation, collaboration, participation and example; and strong interpersonal and customer 'retention' service skills; excellent organizational, planning, analytical and problem solving skills; ability to set priorities, but also remain flexible.
2. Must be ethical, trustworthy, self-confident, open and approachable, decisive, responsible, dependable, resourceful, enthusiastic, highly motivated, community oriented, and goal and results-oriented.
3. Ability to ski/snowboard and golf is preferred.
4. Experience or ability to turn enterprise(s) from loss to profit/breakeven.

### **PHYSICAL DEMANDS**

1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.
2. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.





JOB DESCRIPTION  
DISTRICT GENERAL MANAGER POSITION

3. Requires mental dexterity to handle emergency situations and be on call twenty four hours per day/seven days per week.

**TRAVEL REQUIREMENTS**

1. Should be able to travel, as required, to further the interests and needs of the District.

**RESIDENCY**

1. The District General Manager must reside within the Incline Village General Improvement District service area boundaries (Incline Village and Crystal Bay, Nevada) during the term of this employment contract.

I have read and understand this explanation and job description.

Employee Signature: \_\_\_\_\_ Date : \_\_\_\_\_

Employee Name: \_\_\_\_\_

# EDITED JOB DESCRIPTION





**JOB DESCRIPTION  
DISTRICT GENERAL MANAGER POSITION**

**Job Title:** General Manager  
**Job Number:** 1110A  
**Salary Grade:** Contract  
**Department:** Administration  
**Reports to:** Board of Trustees  
**FLSA Status:** Exempt - Executive  
**Salary Range:** ~~\$1100,000 to \$200,000 (which includes measurable incentives)~~ \$182,000 to \$230,000 (which includes measurable incentives)

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**SUMMARY**

Under the general direction of the District's Board of Trustees, assumes full responsibility for the operation and management of the Incline Village General Improvement District (IVGID).

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Not necessarily in order of priority, include the following. Other duties may be assigned by the Board of Trustees.

1. Provides excellent customer service to parcel owners, local businesses, government agencies and visitors to Incline Village/Crystal Bay.
- ~~3.2.~~ Oversees the operation and management of the District, including the supervision and control of all of the District's property, activities, personnel, business, and operations. The General Manager is the chief executive officer of IVGID, responsible for all services, programs, budgets, and the overall operational and financial performance of the District.
- ~~5.3.~~ Recommends, supports the development of, and implements policies and directives set by the Board of Trustees.
- ~~7.4.~~ Directs operation and management of the District in compliance with Ordinances, Resolutions, Regulations, Long Range Principles, Policies and Practices.
- ~~9.5.~~ Directs and participates in the development and implementation of long and short range goals, objectives, policies, practices, and procedures for the District.



JOB DESCRIPTION  
DISTRICT GENERAL MANAGER POSITION

- 11-6. Implements all personnel rules and regulations, recommends staffing levels, and maintains authority to hire, discipline, or discharge employees as may be necessary to carry out District business.
- 13-7. Leads, manages, mentors, empowers and coaches direct reports such as, but not limited to, the ~~Executive Assistant/District Clerk, Communications Coordinator, Director of Finance, Director of Community Services, Director of Public Works, Director of Human Resources, Director of Asset Management and the Director of Information Systems & Technology Senior Team.~~
- 15-8. Negotiates a variety of contracts and agreements on the District's behalf including labor negotiations with various union bargaining units.
- 17-9. Prepares and coordinates preparation of and administers the annual operating budget, long range financial planning, and capital improvement programs for approval by the Board of Trustees.
- 19-10. Coordinates preparation and presents to the Board of Trustees agenda packages as requested by the Board of Trustees.
- 21-11. Controls, monitors, and reports on programs, projects, and activities in collaboration with Department Heads and Directors.
- 23-12. Participates in the development of departmental strategic management and business plans.
- 25-13. Leads and supports District wide efforts and training to provide excellent customer service with a focus on retention and loyalty building service.
- 27-14. As supported and guided by the Board of Trustees, represents IVGID to the community, media, and other entities, organizations, and government agencies at the local, regional, state, and federal levels.
- 29-15. Confers with and responds to District stakeholders and their requests for services, suggestions, and complaints.





JOB DESCRIPTION  
DISTRICT GENERAL MANAGER POSITION

- 31-16. Supports District managers in identifying day-to-day and IVGID organization-wide departmental operating issues and problems; analyzes alternatives and initiates solutions through effective leadership, collaboration and communication.
- 33-17. Directs Staff in the preparation, award, and administration of service, maintenance, construction, concessionaire, material, and other contracts.
- 35-18. Assists, advises, and supports the Board of Trustees on special projects, problems, and initiatives.
- 37-19. In support of the Board of Trustees, acts as primary interface with the District's General Counsel.
- 39-20. Adheres to and enforces stated safety policies and procedures.

**LEADERSHIP AND SUPERVISORY RESPONSIBILITIES**

1. Leads and manages a staff of Directors and Department Heads who, in turn, lead and supervise a total of approximately 750 employees (including seasonal employees) in the General Manger Department, Administrative, Internal Services, Community Services and Public Works areas.
2. Responsible for the overall leadership, direction, coordination, and evaluation of these units.
3. Carries out leadership responsibilities in accordance with the organization's policies, practices and procedures and applicable laws.
4. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
5. Works closely with the Senior Staff which is defined as Director of Human Resources, Executive Assistant/District Clerk, Director of Finance, –Ski Resort General Manager, Director of Parks & Recreation, Director of Public Works, Director of Asset Management and Director of Information Systems & Technology.
6. Is responsible for fostering a positive and productive organizational culture.



JOB DESCRIPTION  
DISTRICT GENERAL MANAGER POSITION

**QUALIFICATIONS**

1. To perform this job successfully, an individual must be qualified to perform each essential duty satisfactorily.
2. The requirements listed below are representative of the knowledge, skill, and/or ability required.
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**EDUCATION**

1. A Bachelor's degree in Public Administration, Business, Finance, Accounting, Engineering or other related field from an accredited four year college or university is required or relevant work experience with increasing responsibilities which include the management and leadership of a sizable organization.
2. A Master's Degree in Public Administration or Business Administration is strongly preferred.

**EXPERIENCE**

1. A minimum of ten (10) years of related, increasingly responsible, management experience within a customer-service driven and multi-functional environment is required.
2. Experience must also include successful leadership and management of disparate disciplines, i.e., finance, engineering, operations, administration, recreation, and marketing.
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4. Experience reporting to a publically elected Board and experience in providing public services subject to public scrutiny is also strongly preferred.

**COMPREHENSION/COMMUNICATIONS SKILLS**

1. Ability to read, analyze, and interpret complex documents.
2. Ability to understand, use, and effectively communicate to a diverse audience financial, technical, regulatory, and operational data.
3. Ability to respond effectively to sensitive inquiries or complaints and to establish and maintain effective working relationships with a broad variety of people.
4. Ability to develop presentations and write articles to address a community-wide audience.





**JOB DESCRIPTION**  
**DISTRICT GENERAL MANAGER POSITION**

5. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to employees, management, public groups, and the Board of Trustees.
6. Ability to effectively communicate in a ~~single~~-one on one environment, where emotions may run extremely high.
7. Ability to influence others through persuasion, leading by example and team decision-making skills as opposed to the authority of rank is essential.
8. Overall, must be an extremely effective communicator, orally and in writing, with an open and approachable style.
9. The duties and responsibilities of this position necessitate the use of a cellular phone/mobile communication device for District business reasons.

**MATHEMATICAL SKILLS**

1. Ability to apply advanced mathematical concepts and mathematical operations to tasks such as development of budgets, review of budgets, operating statements and other financials, and analysis of strategy/policy making decisions and related economic impacts.

**COLLABORATION ABILITY**

1. Must have validated strong collaborative and consensus building skills to be applied in leadership and problem solving situations.
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## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

- ~~3. Licensure or certification as an engineer, public accountant, or similar pertinent professional field is preferred.~~

It is the employee's responsibility to maintain all required certifications and licenses and to report any changes to the supervisor

### **OTHER SKILLS AND ABILITIES**

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- Must be ethical, trustworthy, self-confident, open and approachable, decisive, responsible, dependable, resourceful, enthusiastic, highly motivated, community oriented, and goal and results-oriented.
- Ability to ski/snowboard and golf is preferred.
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### **WORK ENVIRONMENT**

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JOB DESCRIPTION  
DISTRICT GENERAL MANAGER POSITION

- 2. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.
- 3. Requires mental dexterity to handle emergency situations and be on call twenty four hours per day/seven days per week.

**TRAVEL REQUIREMENTS**

- 1. Should be able to travel, as required, to further the interests and needs of the District.

**RESIDENCY**

- 1. The District General Manager must reside within forty five (45) miles of the ~~the~~ Incline Village General Improvement District service area boundaries (Incline Village and Crystal Bay, Nevada) during the term of this employment contract.

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I have read and understand this explanation and job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_



**CONFIRMED  
JOB  
DESCRIPTION –  
PROPOSED FOR  
ADOPTION**



## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

**Job Title:** General Manager  
**Job Number:** 1110A  
**Salary Grade:** Contract  
**Department:** Administration  
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5. Directs and participates in the development and implementation of long and short range goals, objectives, policies, practices, and procedures for the District.
6. Implements all personnel rules and regulations, recommends staffing levels, and maintains authority to hire, discipline, or discharge employees as may be necessary to carry out District business.
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## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

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## JOB DESCRIPTION DISTRICT GENERAL MANAGER POSITION

4. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
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### **COMPREHENSION/COMMUNICATIONS SKILLS**

1. Ability to read, analyze, and interpret complex documents.
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### **MATHEMATICAL SKILLS**

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### **COLLABORATION ABILITY**

1. Must have validated strong collaborative and consensus building skills to be applied in leadership and problem solving situations.
2. Ability to create a climate in which people want to do their best and encourage participation and open dialogue at all levels.

### **REASONING ABILITY**

1. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
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### **CERTIFICATES, LICENSES, REGISTRATIONS**

1. Valid and current drivers' license, acceptable to the State of Nevada, with a driving record which ensures insurability is required.
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JOB DESCRIPTION  
DISTRICT GENERAL MANAGER POSITION

**WORK ENVIRONMENT**

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3. Requires mental dexterity to handle emergency situations and be on call twenty four hours per day/seven days per week.

**TRAVEL REQUIREMENTS**

1. Should be able to travel, as required, to further the interests and needs of the District.

**RESIDENCY**

1. The District General Manager must reside within forty five (45) miles of the Incline Village General Improvement District service area boundaries (Incline Village and Crystal Bay, Nevada) during the term of this employment contract.

I have read and understand this explanation and job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_