

# DIRECTOR OF SERVICE

Coachella Valley Water District

*(Palm Desert, CA)*





## THE COMMUNITY

The Coachella Valley (Valley) includes the desert cities of Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, La Quinta, Indian Wells, Desert Hot Springs, Indio and Coachella. It was one of the fastest growing regions in Southern California and offers an ideal place to work, play and raise a family. Decades ago, the Hollywood elite discovered the Valley as a place for fun, sun and relaxation. Since then, several hundred thousand residents have discovered the Valley as a year round home.

The Valley has created a national and international reputation for having a luxury resort lifestyle. It is home to world class resorts such as the Ritz Carlton, Omni Rancho Las Palmas Resort and Spa, La Quinta Resort & Club, Renaissance Esmeralda, Miramonte Resort and Marriott's Desert Springs Resort and Spa.

Millions of tourists each year visit the Valley to enjoy its shimmering pools, challenging fairways, five-star resorts and famous Coachella and Stagecoach music festivals. The Valley is also recognized as the golf, tennis and polo capital of the west. The Valley plays host to many internationally known golf events such as the Humana Challenge (PGA Tour) and the Nabisco Dinah Shore Tournament (LPGA Tour). The BNP Paribas Open (USTA) is featured at the Indian Wells Tennis Garden and international polo matches in Indio annually attract a worldwide audience.

The Valley's population is projected to double in the next 35 years. The weather in the Valley has abundant sunshine, clear blue skies, low humidity, warm temperatures and only a hint of rain. The blue skies and sunshine are the norm in the Valley more than 350 days a year.

## THE COACHELLA VALLEY WATER DISTRICT

Coachella Valley Water District (CVWD) is unique in that it provides several water-related services:

- Domestic water
- Sanitation (sewage collection and wastewater treatment)
- Recycled (nonpotable) water
- Irrigation with imported water and agricultural drainage
- Groundwater replenishment
- Regional stormwater protection
- Management of the Coachella Valley's multitude of water resources and conservation

CVWD has a rich history that dates back to 1918. All drinking water comes from a vast aquifer, and CVWD imports Colorado River water via a 123-mile canal for agricultural and golf course irrigation. Groundwater replenishment occurs at three facilities. CVWD was among the original signatories to the Party of Seven Agreement of 1931, which divided California's share of Colorado River

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water. CVWD is a State Water Contractor with an entitlement that, when combined with that of neighboring Desert Water Agency, is the equivalent to the third largest entitlement in the state. Only one other agency in California has entitlements to Colorado River and State Water Project water.

CVWD's mission is "To meet the water related needs of the people through dedicated employees providing high quality water at reasonable cost." CVWD has offices located in the cities of Palm Desert and Coachella and has nearly 1,000 square miles within its boundaries. Most of the service area is in Riverside County, but CVWD also extends into Imperial and San Diego counties. A governing five-member Board of Directors is elected from five geographic divisions for four-year terms.

CVWD's five-year Capital Improvement Plan (CIP) is approximately \$701 million. Currently, CVWD has a staff of more than 560. For more information, please visit [www.cvwd.org](http://www.cvwd.org).

## THE POSITION

The Service Department includes many of the divisions most closely linked to the District's customers and includes Customer Service, Customer Billing and Meter Readers.

Reporting to the General Manager, the Director of Service coordinates, plans and directs the activities of the divisions within the Service Department. The Director of Service supervises the planning, billing, collection and payment of water and sewer fees and coordinates the activities of assigned sections while effectively motivating employees and meeting the goals of the Department and the District.

The Director of Service directly supervises the Meter Reader Manager, Revenue Manager, Customer Services Manager, Management Analyst, Administrative Assistant and Office Assistant. The Department has 57 employees and a budget of about \$18 million.

## THE IDEAL CANDIDATE

Coachella Valley Water District is a collaborative and innovative organization with an open and fun professional environment. The District is seeking a confident and personable leader who can instill a strong team culture for the Department. This person will have outstanding analytical and communication skills. He/She will also focus on the following top priorities:

- **Strategy** – Stay on top of District data and trends. Develop metrics to measure the effectiveness of Department's operations. Develop new and creative approaches with the Communications team to improve customer relations.
- **Customer Service** – Be responsive to customer issues. The drinking water connections generate most of the District's revenues. As a result, it is a top priority to track metrics and implement new programs to better assist the customers and address their needs.
- **Executive Team** – Keep the General Manager informed in a timely manner. Participate and collaborate with the District's Executive Team. Be open and engaging to better strengthen the cohesiveness of the team. Represent the Department to the Board of Directors in presentations and reports.
- **Management** – Foster a change in the culture. Hold people accountable and provide guidance and follow through. Improve morale by being trustworthy, dependable and honest.

The next Director of Service will be an autonomous and responsible manager who delegates to others and follows up regularly. This person will be able to handle adversity and confrontation while diffusing conflict in an effective and calm manner. This person will have the highest integrity and be committed to serving as a part of the District's dedicated team.

## **Education, Licenses and Experience**

- Requires possession of a baccalaureate degree in business administration, business analytics, management, operations, leadership, or a similar field from an accredited college or university (master's degree preferred); AND A minimum of five years of supervisory experience.
- Must have a valid California Operator's license issued by the State Department of Motor Vehicles. DMV driving record may influence employment or classification.
- Experience leading staff in a unionized environment preferred.
- A background in financial services and experience with a call center also preferred.

Candidates from both the private and public sector are encouraged to apply.

## **COMPENSATION**

The salary range for this position is \$142,992 to \$188,160 and will be dependent upon the qualifications and experience of the selected candidate. In addition, benefits are provided which include: health, dental, and vision insurance; participation in the California Public Employees' Retirement System (2.5% at 55 formula); holidays (13 per year); vacation; sick leave; Deferred Compensation programs including 457 and 401A plans, and educational reimbursement. Relocation assistance is also offered.

## **HOW TO APPLY**

Please apply **on-line** by **August 30, 2019** at [www.alliancerc.com](http://www.alliancerc.com). For questions and inquiries, please contact:

Sherrill Uyeda or Cindy Krebs

### **ALLIANCE RESOURCE CONSULTING LLC**

1 Centerpointe Drive, Suite 440  
La Palma, CA 90623

Telephone: (562) 901-0769

E-mail: [suyeda@alliancerc.com](mailto:suyeda@alliancerc.com) or  
[ckrebs@alliancerc.com](mailto:ckrebs@alliancerc.com)

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