

This brief is being provided to inform the board, staff and public of the details of an agenda item that requires no action from the board. The President of the Board will provide board members, staff, and the public the opportunity to ask questions about this topic when this agenda item is announced.

Date: January 21, 2022

Originator: Cary Curtis/Kim Seney

Agenda Topic Title: Annual General Manager Performance Review Status and Next Steps

Purpose of Brief: The Executive Committee has drafted a revised General Manager Performance Plan focusing on measurable objectives vs. subjective duties that are often vague and unmeasurable. Measuring performance against strategic objectives aligns the GM's performance targets with the mission of the District.

Supporting Documents Included: Yes

1. **Agenda Topic Brief or Update:**

The Executive Committee is looking at measuring performance against strategic objectives that align with the mission and vision of the District. Doing so allows the Executive Committee and the Board to integrate the GM's objectives with the strategic direction of the District and integrate into a comprehensive Strategic Plan. This is the first draft of what the new performance plan might entail vs the current format being used to measure the General Manager's performance. The Executive Committee will continue to refine the performance plan with the help from the General Manager and will bring a final draft to the board for their review and approval.

2. **Anticipated Impacts to the District - (Consider financial impact, change in procedures, customer, and staff communication):**

This is one of many steps in developing a Strategic Plan that is integrated in all aspects of the District's mission. There are no financial impacts, however, this will be a first step to the way we communicate and align our priorities.

3. **Anticipated Impacts to the Customer – Standby, Residential, Commercial:**

There are no immediate impacts to customers.

4. **Next Steps for this Topic:**

- Finalize the GM Performance Plan document and bring template back to the board for approval.
- Administer the GM's 2021 performance review, setting time aside with the Board for their input and approval at the March 2022 meeting.

Current GM Performance Plan Below. Proposed included as a separate excel document.

Assessment Scores		
ER	Exceeds Requirements	Frequently exceeds job requirements and expectations. Makes contributions well beyond job demands. Each project or job is done thoroughly and on time. Thinks beyond details of the job, working toward the overall goals of the component.
MR	Meets Requirements	Performance is what is expected of a fully qualified and experienced person in this position. Consistently meets performance expectations and standards. Errors are minimal and seldom repeated. Prioritizes problems and projects well.
NI	Needs Improvement	Objectives and standards are generally met but full results are not totally achieved. Occasionally falls short of consistently meeting performance expectations. Some performance aspects were not met – needs improvement.
IO	Insufficient Observations	Task are either seldom performed or not observed by manager.

Manager's Name:

Date of Review:

Date of Last Review:

PERFORMANCE AREAS:

OPERATIONS AND ADMINISTRATIVE MANAGEMENT

	Develops and manages goals, plans, and priorities to achieve CSD objectives.
	Gathers and analyzes appropriate information before making decisions.
	Meets deadlines in a timely and efficient manner including district, county, and state schedules.
	Oversees the management of the full range of administrative duties and day to day operations of the District.
	Fosters an openness within the organization to new ideas and supports an environment of continuous improvement.
	Creates a positive work climate that encourages employee commitment to teamwork, organizational goals, and strategic plan.
	Demonstrates willingness to learn new skills, methods, processes to enhance job performance including strategic and capital planning.

[illegible]

AGENDA ITEM #**GMCS D AGENDA TOPIC BRIEF –****Annual General Manager Performance Review – Status and Next Steps**

	Responsible for long term maintenance requirements, life cycle costs, inventory control and replacement schedules.
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BOARD RELATIONS

	Supports Board governance and advocacy focused on achieving the long-term District mission.
	Advises the Board in formulation and revision of policies.
	Effectively and adequately reports to the Board placing before them facts and information needed for decision making.
	Oversees the formulation of Board meeting agendas in partnership with Board President.
	Attends and participates in meetings of the Board.
	Informs and advises the Board about the District's programs, practices, successes, and problems requiring executive level consideration.
	Demonstrates trust and respect for Board members and thoughtfully considers member's opinions.
	Advises the Board regarding the formulation of contract language and upon board approval, executes all contracts.

COMMUNICATIONS

	Remains open-minded and willing to entertain others' ideas. Seeks information and input from other stakeholders as appropriate. Cultivates a culture of openness in information sharing.
	Maintains respectful and effective open communication lines with all Board, staff, governmental and professional entities and all persons entitled to services to which the district has dealings.
	Expresses ideas smoothly and articulately in oral and written communications.
	Resolves interpersonal conflict with sensitivity in a calm and professional manner.
	Ensures satisfactory resolution of all public and employee complaints.

FINANCIAL MANAGEMENT

	Prepare and manage the District annual budget with assistance from staff, outside consultants and District auditor. Conduct fiscal planning and budgetary development and administer the budget as approved by the Board.
	Oversee all matters of fiscal execution, including preparation and presentation of annual budget analysis and periodic budget comparison reports for Board review and approval. Monitor rate of expenditure and approve all expenses as outlined in District policy.

	Ensures completion of scheduled work within time and budget constraints. Keeps the Board apprised of budgeted work overruns.				
	Analyzes the impact of growth to maintenance operations and services and the impact to fiscal planning.				
	Approves all expenditures as outlined in District policy.				
	Oversees the preparation of data, reports and financial documents for internal audit consistent with a generally accepted accounting principles and practices (GAAP).				

PROFESSIONALISM

	Ensures high standards of ethics, honesty and integrity in all personal and professional matters.				
	Keeps professionally current and informed on Community Service District law and related Government code and regulations and keeps the Board informed of changes and trends affecting the district.				
	Creates linkages with community organizations and agencies in support of the District's mission; represents the Board and District in a professional manner articulating District vision, mission, and priorities.				
	Demonstrates the initiative and persistence needed to accomplish goals and objectives.				
	Adjusts flexibly and smoothly to ensure District maintains services to achieve District goals and objectives. Builds consensus via shared decision making, fosters a sense of shared accountability and group responsibility. Celebrates successes and recognizes and appreciates others' contributions.				

Personnel Management

Independently employs and manages staff to achieve desired CSD board goals, policies and objectives.

Provides personnel performance feedback and conducts personnel performance reviews.

Manages consultant contracts.

Pursues grant-funding opportunities in support of District operations and capital projects.

Ensures the District complies with all State laws, regulatory agency requirements and mandatory reporting requirements.

PROGRESS ON GOALS SINCE LAST REVIEW:

OVERALL PERFORMANCE ASSESSMENT:

EVALUATOR COMMENTS:

EMPLOYEE COMMENTS:

Reviewer Name and Title:

Reviewer Signature and Date:

Employee Signature and Date:
