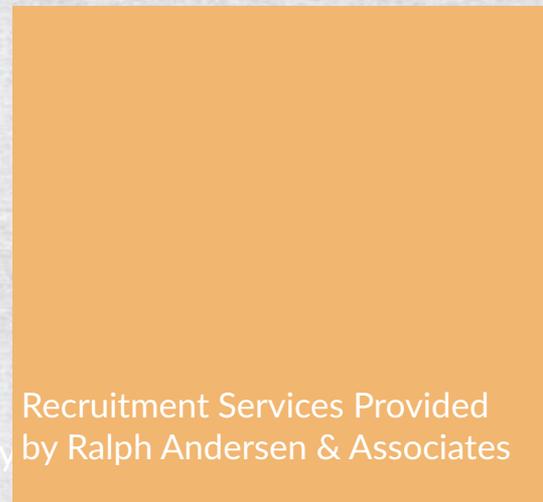


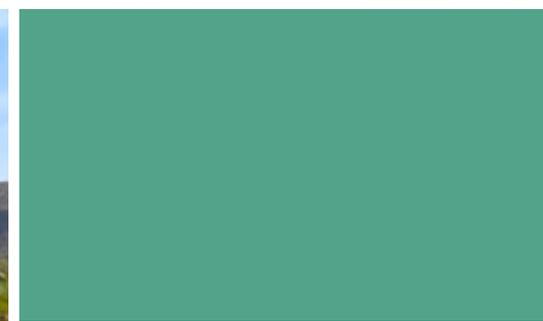
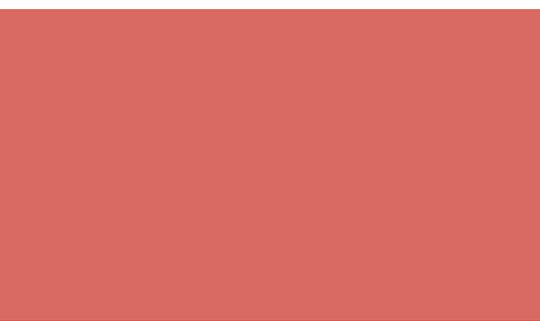
THE CITY OF TUCSON

is now accepting applications
for the position of

Deputy Director, Tucson Water



Recruitment Services Provided
by Ralph Andersen & Associates



Tucson – One of America’s Most Beautiful Places

Tucson is the “soul of the Sonoran Desert,” enjoying 350 days of sunshine annually and an average temperature of 83 degrees. Cradled by five mountain ranges, Tucson is a dynamic cultural oasis blending Spanish, Native American, Mexican, and Anglo heritage. World renowned for golf and outdoor opportunity, Tucson’s economy thrives on tourism, health services, optics, and astronomy.

City Governance

A Mayor and six-member City Council govern the City of Tucson. The Council has exclusive legislative authority and shares executive authority with the Mayor. The Mayor and Council appoint the City Manager, who is responsible for the City’s day-to-day operations and carries out policies, Civil Service Rules, Tucson City Charter and labor agreement requirements.

Tucson Water

Water is life in the arid American Southwest, and Tucson Water is a national leader in water conservation and management. Tucson’s citizens embrace a strong conservation ethic and Tucson Water’s innovative management strategies have allowed the City to take a leadership position in statewide water management programs that benefit other communities through improved water security. Tucson Water is the City of Tucson’s largest enterprise department with a staff of 550. It provides more than 700,000 customers with potable water in an innovative, cost-effective, and sustainable manner. In FY 2015 Tucson Water’s operating budget is \$164 million, its capital budget is \$76 million.

Joining the Leadership Team: The Deputy Director Position

The executive management team is comprised of the Director, a Deputy Director, and a second Deputy Director to be selected through this recruitment. The Director and existing Deputy Director provide decades of stable Tucson-based leadership experience. They operate in a collaborative and team-based approach, and are widely acknowledged as national leaders in municipal water planning, policy, operations, and management. The Deputy Director selected through this recruitment reports to the Director and is primarily responsible for three divisions: Customer Service, Employee Services, and Business Services. An overview of those divisions follows:

Customer Service (124 positions) will be the initial focus area for the incoming Deputy Director. This Division is comprised of two sections: Metering Services and the Solutions Center (Billing Services). Metering Services (75 positions) operates from two satellite facilities for field efficiency. The team collects water meter readings from both manual and automated meters. It also administers and maintains the MV-RS software, which interfaces with the billing system to produce utility statements. The Solutions Center (49 positions) provides customer service relating to utility statements. The Solutions Center coordinates all requests related to water service, explains charges and billings, and provides counter (walk-in) services at two locations.

Human Resources (6 positions) supports employee relations, performance evaluations, investigations/grievances, policy administration, safety, training, and recruitments.

Business Services (12 positions) develops the utility’s six-year rolling financial plan and rate process, including operating and capital budgets. The Division is also responsible for revenue forecasting and financial monitoring. The Division administers the Naviline Billing System generating more than 222,000 customer bills monthly, and produces the records to report the utility’s \$154 million in water sales revenue and \$11 million in revenue from other sources.





In addition to managing these three divisions, the Deputy Director also will be called upon to lead the Department in the Director’s absence on an as-needed basis. It is expected that the Deputy Director will work collaboratively with other City departments, governmental agencies, and the public to provide a high level of customer service.

The Ideal Candidate

The Deputy Director must have outstanding leadership qualities that will continue to bring strength, stability, and credibility to the position and programs, as well as contributing strong management to Department staff. Candidates who have experience in customer service improvements, fiscal accountability for overall operations, improving staff morale, and entrepreneurial accomplishments will be well suited to this executive position. Top candidates for consideration will have had prior management experience in an organization that promotes best practices in customer service and a proven track record of moving an organization forward through effective change management.

This experience, which may be derived from direct involvement with a water utility or obtained through a wide range of other supporting professions, will demonstrate the candidate’s ability to direct programs and policies related to a wide array of municipal water programs. Ideally, the newly selected Deputy Director will have the ability to administer effective programs that have a direct impact on reducing customer call volume, and aiding frontline staff with training and support through measurable outcomes.

As the executive manager of the Human Resources team, the ideal candidate will have a demonstrated capacity to promote employee effectiveness. Specifically, the Deputy Director will be expected to lead implementation of Civil Service Rules, Administrative Directives, City Charter and labor agreements, and assist in the planning and deployment of infrastructure security and safety measures.

Demonstrated financial management experience is essential. Ideally the candidate has direct financial management experience with a public utility, as the Deputy will guide all utility financial functions including bond sales, revenue projections, and annual budgets for operations, maintenance, and capital improvements while maintaining cash reserves, debt ratios, and credit rating.

In summary, the ideal candidate will have a proven record of management excellence in customer service, clear capacity to manage a human resources team, and demonstrated experience in financial management. Near-term goals include reducing customer call volume and training and retaining customer service representatives. Entrepreneurial innovation in collaboration with the executive team is welcome, as Tucson Water is an enterprise department that receives 100% of its funding from its business services. Finally, the candidate will demonstrate the ability to help lead and manage a large, complex organization in an open, approachable, honest, and forthright manner.

Education and Experience

Education – A Bachelor’s Degree in Business or Public Administration, Engineering, or related field. An advanced degree in a related field is preferred.

This is a career opportunity to enhance and implement policies and protocols that will establish Tucson Water as a national leader in customer service, matching its leadership reputation in water policy and planning. There is widespread support from elected officials, the City Manager’s team, and the Department for fresh approaches and potentially new resource commitments.

Experience – This position requires a minimum of seven (7) years of related experience, of which five (5) years include progressively responsible supervisory and administrative experience.

Compensation

The Deputy Director is a Civil Service Classified position with a starting salary of \$100,000 to \$120,000 based on experience and qualifications. The City of Tucson offers employees an excellent fringe benefit package, including a defined benefit pension plan; deferred compensation; health, dental and life insurance; and sick and vacation accruals. The selected candidate is also eligible to receive relocation assistance.

To Be Considered

This is a confidential process and will be handled accordingly throughout the various stages of the process. References will not be required to be submitted or contacted until a contingent offer has been made. The closing date for submittal of interest is Monday, May 11, 2015. Resumes will be reviewed upon receipt of a completed application package.

To be considered, candidates submit a:

- Compelling cover letter;
- Comprehensive resume; and
- Salary history.

Interested candidates apply as follows:

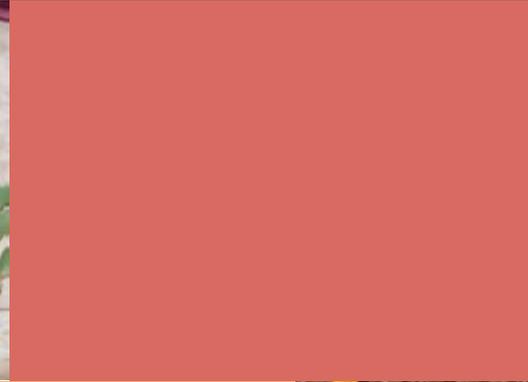
Via E-Mail (Preferred)
apply@ralphandersen.com

Via U.S. Mail
Ralph Andersen & Associates
5800 Stanford Ranch Road, Suite 410
Rocklin, California 95765

In addition to the above candidates must also register and submit/paste a chronological resume via the City of Tucson Employment website at www.tucsonaz.gov (click on jobs). Questions regarding how to register and submit a resume with the City of Tucson can be directed to: Roxie.Escarcega@tucsonaz.gov or 520.837.4167.

A candidate's application is complete only upon providing the required materials to both Ralph Andersen & Associates and The City of Tucson.

Ralph Andersen & Associates will conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment profile. Candidates chosen for additional consideration will be interviewed by a Search Committee evaluated in accordance with City of Tucson Civil Service Rule III, with the final selection made by Tucson Water. The evaluation and selection process may consist of a supplemental questionnaire



and/or written exercise(s) to further evaluate relative experience and overall suitability for this position. Candidates may also be introduced to others in leadership positions throughout the City, as deemed appropriate. The Deputy Director will join the City of Tucson as soon as reasonably possible.

Candidates will be required to sign a release form to authorize preliminary reference calls and verifications to be conducted. Employment history, degrees obtained, and other certifications/accomplishments will also be verified.

Should you have any questions regarding this position or the recruitment process, please call Mr. Tom Miller at (916) 630-4900. Confidential inquiries are welcomed.

Candidates who have had experience working in a culturally diverse environment are strongly encouraged to apply.

