



BIG BEAR CITY

Community Services District



ACCEPTING APPLICATIONS

GENERAL MANAGER



Recruitment Services Provided by Ralph Andersen & Associates



BIG BEAR CITY

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THE OPPORTUNITY

The Big Bear City Community Services District offers an incredible career opportunity in a beautiful resort community in the mountains located in the Big Bear Valley of Southern California. This career opportunity is the result of an upcoming retirement. The General Manager oversees 7 direct reports in the areas of Water, Sewer, Solid Waste, and Administrative Services with 39.5 full-time budgeted positions.

The selected candidate may enjoy 300 days per year of sunshine in a beautiful alpine environment, with unparalleled recreational activities and as evidenced by this past winter - lots of snow! The seasons are more distinct in Big Bear Valley and living in the area appeals to a select few who enjoy the outdoors combined with a connection with the quality of life and pace offered in the region.

PHOTO BY: JANICE ETTER



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THE COMMUNITY

The Big Bear City Community Services District is a self-governed special district, serving the unincorporated town of Big Bear City, to the east of Big Bear Lake. It should not be confused with the incorporated City of Big Bear Lake, which is on its western border. The District encompasses approximately 28.5 square miles and is located entirely within the San Bernardino National Forest.

Located in the Big Bear Valley, Big Bear City is approximately 100 miles east of Los Angeles and is a resort destination for Southern California. Its permanent population is estimated at 12,000, which swells to more than 50,000 during peak seasons.

The community is a forested mountain environment with an alpine climate and four distinct seasons. The elevation ranges from 6,750 to 8,440 above sea level. Opportunities for outdoor recreation come with every season, from mountain biking along the hundreds of trails, to water sports and fishing in the well-stocked Big Bear Lake. The area is also well-known for snow activities that include skiing, snowboarding, snow shoeing, and cross-country skiing.



THE ORGANIZATION

The Big Bear City Community Services District (CSD) began when it was formed by voter approval in 1966. Initially, it was the result of the consolidation of three separate agencies: the Big Bear City Sanitary District; the Big Bear City County Fire Protection District; and the Big Bear City Lighting District. In 1967, the shareholders of the former Big Bear City Mutual Service Company voted to relinquish ownership and operation of their water system to the CSD, and the Big Bear City CSD's responsibilities grew.

Today, the Big Bear City CSD consists of overlapping Water, Sewer, Solid Waste, and Street Lighting service areas and provides one or more services to approximately 11,800 customers with a budget of \$15 million. The CSD is governed by a locally elected five-member Board of Directors. The District has 39 employees distributed throughout the Water, Sewer, Solid Waste, and Administrative Departments. The supervisors for Water, Sewer, and Solid Waste report to the General Manager.

In 2013, the Big Bear City CSD and the City of Big Bear Lake formed a Joint Powers Authority (JPA) to provide fire protection services. The Big Bear Fire Authority JPA is governed by a ten-member board that consists of the five members of the Big Bear City Community Services District Board of Directors and the five-member Council of the City of Big Bear Lake.

The District is a member agency of the Bear Valley Groundwater Sustainability Agency (GSA). The Bear Valley Basin GSA is comprised of four agencies: Big Bear Municipal Water District (which manages Big Bear Lake for recreation and wildlife), Big Bear Area Regional Wastewater Agency, Department of Water and Power of the City of Big Bear Lake, and Big Bear City Community Services District.

Additional information on the Big Bear City Community Services District, including its budget, organizational chart, and strategic plan, can be found at: www.bbccsd.org or www.ralphandersen.com/jobs/gm-big-bear-city-csd/.

OPPORTUNITIES AND CHALLENGES



The next General Manager for the Big Bear City Community Services District must be eager to contribute and be administratively experienced to meet various challenges and opportunities. Although technical skills and experience are valued, the Board believes leadership combined with excellent management skills will allow a smooth transition to a new General Manager.

Opportunities and challenges that the new GM will encounter will encompass the following key areas:

- ◆ The next General Manager will come to a well-run organization with excellent long-term staff and a family-like atmosphere. The new General Manager will have an opportunity to be active, involved, and contribute to both the organization and the community.
- ◆ Regulatory costs related to the water operation continue to increase, impacting the District's finances. The next General Manager will need to work with staff to solicit and cultivate innovations to make the operation more efficient. Unlike many areas of California, there is a sufficient supply of water, and reclamation can be used if needed.
- ◆ The Big Bear City Community Services District has created Master Plans for its water and sewer operations which will need to be updated. The next General Manager will be tasked with facilitating and executing the new plans within the financial resources of the District.



PHOTOS BY
ANDY KELLER

- ◆ State mandates on electric vehicles for the solid waste operations will continue to impact the District's finances in future years as well as recycling requirements and technology enhancements. Additionally, the solid waste collection service is funded by fees placed on the tax roll, payable by owners of all developed parcels. This fee also supports the mandated recycling program. Continued monitoring of revenues against costs will be needed to ensure the sustainability of this service.
- ◆ Continuing to foster and maintain the excellent working relationships with local, regional, and statewide agencies by being active, involved, and a strategic leader who embodies best practices, ethical decision-making, and innovative ideas.
- ◆ Being available and able to respond to emergency situations in-person within short-notice and a reasonable timeframe.

IDEAL CANDIDATE



The ideal candidate for this position will be a leader of people and resources and have a keen desire to live, work, and recreate in the area. The Board of Directors firmly believe that this commitment to the role of General Manager and the community served is essential for long-term success.

In addition to the foundational qualities of *honesty, integrity, accessibility, and responsiveness*; the following will be essential for success with the Big Bear City CSD:

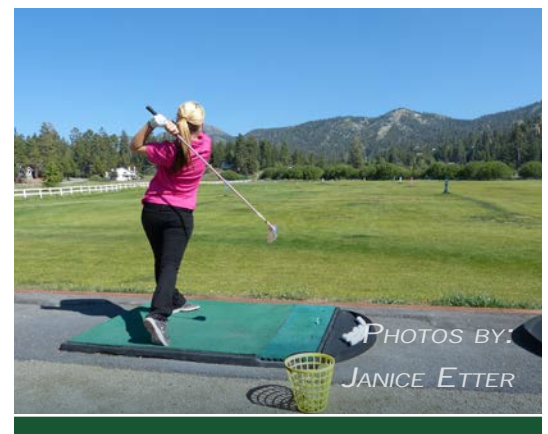
- ◆ Largely due to the ever-evolving regulatory environment, the ideal candidate will have experience with water, sewer, and /or solid waste issues in California or the ability to quickly come up-to-speed in this industry.
- ◆ The ideal candidate should have a strong ability to serve as an effective interface between the Board and staff, while also providing strong support to the Board. The General Manager must effectively communicate with both groups, adapting communication styles to fit the individual and the situation.
- ◆ Regional relationships in the Big Bear Valley are essential. Its remote location has formed a powerful interdependence that results in resiliency, cooperation, and a sense of community. The next General Manager must be committed to preserving and nurturing these relationships for the betterment of the District and the Valley.



PHOTOS BY:
ANDY KELLER

IDEAL CANDIDATE *CONTINUED*

- ◆ A strong budget and finance background will be an asset, as the success of the operation hinges on the District's fiscal health. Specific experience in grant funding and administration are highly valued.
- ◆ The General Manager should be confident, accessible, responsive, and have a good sense of humor. The Big Bear City CSD maintains a family environment and the General Manager should be friendly while still preserving the proper respect for the position.
- ◆ The ideal candidate will recognize the strong staff currently in place and will lead them by providing support and broad direction, while staying out of the minutia. This will allow the General Manager to focus his/her efforts on strategic issues.



EXPERIENCE AND EDUCATION

Any combination of equivalent experience and education that provides the required knowledge and abilities would qualify. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited four-year college or university with major coursework in Public Administration, Business Administration, or a related field. A Master's degree may be a plus.

Experience: Five years of increasingly responsible experience in a management assignment, preferably in a public agency. Experience may be more administrative in nature or may be technical with oversight of key areas (water, sewer, or solid waste). Specific experience in grant funding and administration is highly desirable.

While the Board has an interest in reviewing all submittals, the focus will be on candidates who have knowledge and/or experience that is a strong match with this position and able to demonstrate a desire to make a long-term commitment to the organization and the region.

Living locally or within a short distance to the District is critically important to the Board of Directors due to emergency management responsibilities of this position. The General Manager must be reachable and is often required to be on-site during emergency situations. Inclement weather, often makes a long-commute not feasible in this mountain community.

PHOTO BY:
JANICE ETTER

COMPENSATION & BENEFITS

The Big Bear City Community Services District offers an excellent and competitive salary and benefit package. The starting salary for the General Manager is between \$150,000 and \$195,000, depending on the applicant's qualifications. Factors used to determine salary placement within the range will include education, overall type and years of experience, and current salary and benefits package.

The District's benefits include:

- ◆ **CalPERS Retirement System:** All eligible employees become members of the California Public Employees Retirement System (CalPERS). The employee's share of the CalPERS contribution is deducted from salary and is currently up to 8%. This program provides a 2.5% @ 55 years of age benefit for CalPERS classic members coming to the District and 2% @ 62 for CalPERS new members. The District does participate in Social Security.
- ◆ **Retiree Medical:** The District provides continuing medical coverage for retirees with five years of service.
- ◆ **Annual Leave:** Vacation accrual of up to 24 days, depending upon years of service. The District will provide starting leave balances for annual leave and sick leave for the selected candidate.
- ◆ **Insurance:** The District offers excellent benefits for its employees including medical, dental, and vision coverage, in addition to a death benefit.
- ◆ **Other Benefits:** The District offers an Employee Assistance Program. Employees can also elect enrollment in deferred compensation and receive continuing professional development.





RECRUITMENT PROCESS

This is a confidential process and will be handled accordingly throughout the various stages of the process. Candidates should be aware that references will not be contacted until mutual interest has been established.

All interested candidates should apply **no later than Monday, June 26, 2023**, to Ralph Andersen & Associates by sending a compelling cover letter and comprehensive resume to apply@ralphandersen.com. Preliminary video screening interviews by Ralph Andersen & Associates will be followed by a comprehensive in-person interview process tentatively set for July 2023.

For further information or questions on the recruitment process, please contact Ms. Heather Renschler at (916) 630-4900. Confidential inquiries are welcomed. Alternatively, interested parties may request a confidential appointment to discuss overall match with position by sending an email to scheduling@ralphandersen.com.

*Big Bear City CSD is an
Equal Employment Opportunity Employer*

*PHOTOS BY:
JANICE ETTER*

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