

CARMICHAEL WATER DISTRICT
Classification Specification

Job Class: Water Efficiency Specialist Series (WES1 – WES2)
FLSA Status: Non-Exempt
Supervisor: Public Information Officer
Effective Date: July 1, 2019

Description

Under supervision, Water Efficiency Specialists perform a variety of semi-skilled, skilled, and technical work in the areas of water efficiency (e.g. monitoring and analyzing consumer water use to ensure compliance with District water conservation requirements and the District's Best Management Practices); meter reading program; and customer service.

Distinguishing Characteristics

Water Efficiency Specialist 1 (WES1): This is the entry level class in the Water Efficiency Specialist series. Specialists in this class are required to be fully trained and knowledgeable in all procedures related to assigned areas of responsibility. Distinguished from other classes within the series by the possession of required education, certification, and by the knowledge and ability to perform the full range of duties assigned at an advanced and independent level. May assume responsibility of the water efficiency functions in the absence of the Supervisor.

Water Efficiency Specialist 2 (WES2): This is the journey level class in the Water Efficiency Specialist series. Specialists in this class are required to be highly trained and knowledgeable in all procedures related to assigned areas of responsibility. Distinguished from other classes within the series by the possession of required education, certification, and by the knowledge and ability to perform the full range of duties assigned at a proficient and independent level including assuming responsibility of the water efficiency programs in the absence of the Supervisor.

Specialists may be advanced provided they meet the required education, experience, and minimum qualifications for the job class as described in the Water Efficiency Specialist Series job description.

Supervision Received and Exercised

Water Efficiency Specialist 1 (WES1): Receives immediate supervision from the Supervisor or District Designated Representative and may receive technical and functional direction from other journey level staff. May exercise technical and functional direction over less knowledgeable or experienced departmental staff.

Water Efficiency Specialist 2 (WES2): Receives immediate supervision from the Supervisor or District Designated Representative and may receive technical and functional direction from other journey level staff. Exercises technical and functional direction over less knowledgeable or experienced departmental staff.

Essential Duties and Responsibilities

The following duties are typical for this classification series. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

Organize and prioritize assigned workload in order to complete assigned activities and projects.

Water Efficiency:

- Assist in monitoring and implementing District's Best Management Practices in compliance with regulation requirements and the District's water conservation requirements and the District's Best

Management Practices. Duties include but are not limited to:

- Monitor and analyze consumer's water use to ensure compliance with District's water conservation requirements.
- Observe, analyze, and report water loss activities.
- Coordinate with consumers and landscape managers in identifying water efficiency.
- Perform property verifications.
- Perform residential, commercial and institutional interior and landscape water audits as well as a variety of special studies and surveys.
- Assist District customers with troubleshooting irrigation systems to include setting sprinkler controls helping to adjust times and days as needed.
- Issue violation notices in compliance with District water conservation requirements.
- Perform a variety of duties associated with meter reading and GPS data collection. Duties include but are not limited to:
 - Read, inspect, test, and troubleshoot water meters.
 - Locate and inspect properties for existing facilities (field checks).
 - Maintain District's records.
 - Maintain equipment and software (including: work with IT and vendors for upgrades, repairs, warranty, etc.).
 - Upload/download, update, and correct data.
 - Evaluate and make recommendations on improvements.
 - Work with other District staff to ensure pertinent data is shared in a timely fashion.
 - Assist others to read, inspect, test and troubleshoot District customer's water meters.
 - Operate meter reading and GPS equipment.
 - Verify power reserves and charge equipment as necessary.
 - Assist other staff in use of equipment as necessary.
- Perform general maintenance activities (i.e. maintain, clean, store, etc.), and general housekeeping (i.e. sweep, clean, etc.), facilitate repairs as needed, and complete safety and compliance activities (i.e. inspection, logs, reports, etc.) which include but are not limited to:
 - Vehicles.
 - Equipment.
 - Facilities.
 - Tools.

Outreach

- Provide consultation on water conservation.
- Participate in public outreach activities, events, meetings and presentations designed to promote water conservation/awareness.
- Deliver and distribute prepared handouts and general information to the public.
- Provide information, discuss and answer questions about the District's programs.

Administrative Support:

- Ensure that all service orders and associated paperwork are completed accurately and returned each day.
- Compose responses to correspondence containing routine or technical inquiries.
- Gather, organize and facilitate distribution of a variety of information and materials.
- Provide general administrative assistance.
- Deliver door hangers, packets, and information.
- Contact and coordinate with vendors, customers, and other organizations.
- Procure and maintain water efficiency supplies and equipment.
- Assist in the development and monitoring of an assigned program budget.

Reports, Correspondence, Records and Files:

- Research, analyze, and compile data for reports.
- Create charts and graphs from raw data in appropriate formats.

- Create Excel spreadsheets and PowerPoint presentations from source materials.
- Compose complex correspondence, reports, ordinances, resolutions, and other documents from brief oral or written instructions, rough notes and/or recordings.
- Produce a variety of mailing lists, labels, office records, and forms.
- Maintain accurate and up-to-date files by developing, preparing, and monitoring tickler files, various logs, and records.
- Prepare and purge files following the District's records retention policy.
- Develop and maintain current/updated technical policies and procedures related to the activities of the department.
- Prepare necessary reports, RFPs, bids, and specifications for new equipment, contracts, services, and assigned projects.

Staffing and Training:

- Attend, support and participate in training, meetings, seminars, demonstrations, events and conventions as required.
- Provide training to staff.
- Participate in committees and regional groups (e.g. Safety or Star Committee, JPIA, etc.).

Policy:

- Comply with all District policies, procedures, rules and regulations including all safety standards, programs and procedures (e.g. Policy Manual, Rules and Regulations Manual, Emergency Response Plan, IIPP, etc.).
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Compliance:

- Ensure all work performed is completed to District standards.
- Participate and comply with safety programs and procedures for employees.
- Monitor local, state and federal regulations to ensure compliance.
- Comply with District, local, state and federal regulations; and prepare a variety of related reports.
- Analyze complex and technical procedural questions by researching, interpreting and explaining policies, procedures and regulations.
- Complete data requests, regulatory filings, and reports as required.
- Perform quality control on daily paperwork, reports (e.g.: monthly, quarterly, annually, etc.) and departmental records and database to ensure compliance.
- Work with consultants and other agencies on regulatory/compliance requirements, documents, and reports.
- Participate in regional and state water programs.

Customer Service:

- Provide excellent timely customer service.
- Inform customers of scheduled work and work in progress
- Take necessary action to correct situations.
- Investigate departmental calls, complaints, reports of encroachment and vandalism and claims and take necessary corrective action.
- Assist staff regarding customer service for District customers as necessary.

Qualifications

Water Efficiency Specialist 1 (WES1):

Specialists in this class must possess ***advanced knowledge and advanced abilities*** identified below:

Knowledge of:

- Principles and practices of water efficiency.
- Principles and practices of distribution system operations and maintenance processes.

- Planning and organizing.
- Methods, tools, and equipment used in meter reading and GPS.
- Read and interpret piping and distribution diagrams, blue prints and maps.
- General office procedures including telephone, filing, typing.
- Operation of standard office equipment, personal computer and software applications for word processing, graphic presentations, spreadsheets, and other job-related software.
- Principles of mathematics and statistical analysis.
- Principles and practices of recordkeeping.
- Personal computer systems.
- Standard safety practices and programs.
- Federal, state, county, local, and District regulatory compliance.
- Principles and practices of effective oral and written communication.
- Research and report writing.
- Budget development and fiscal controls.
- Customer service.
- Conflict resolution.

Ability to:

- Diagnose operational problems and correct or provide recommendations.
- Read and interpret maps.
- Provide technical assistance in the implementation of the water efficiency programs.
- Oversee and manage projects.
- Plan, organize, manage, coordinate, and direct the water efficiency programs and functions.
- Perform mathematical computations and estimates.
- Skillfully use necessary equipment (i.e.: GPS, meter reading equipment).
- Perform light to moderate physical labor requiring strength, dexterity and agility.
- Work independently, demonstrating initiative and independent thinking.
- Effectively lead and train less qualified personnel.
- Perform duties in a professional manner and work well with others or in a team setting.
- Follow both oral and written instructions.
- Operate a motor vehicle.
- Adhere to safe work practices.
- Exercise good judgment.
- Effectively manage time and workload to maximize productivity.
- Manage multiple projects simultaneously.
- Gather, analyze, and organize data, maintain accurate records, and prepare reports.
- Develop and control budgets.
- Analyze situations and make sound recommendations in support of District goals.
- Communicate effectively both orally and in writing with the Board of Directors, District management, co-workers, and the public in one-to-one and group settings.
- Understand, interpret, explain, and apply laws, rules, regulations and ordinances relating to District activities.
- Effectively represent the District in a positive and professional manner at all times with the public, community groups, contractors, and other organizations.
- Respond to public, vendor, and co-worker requests in a timely, tactful, courteous and effective manner.
- Establish and maintain cooperative working relationships.
- Operate a variety of standard office equipment, telephone, electronic devices (i.e. laptop, smart phones, tablet, GPS, etc.), personal computer and software applications for GPS, word processing, graphic presentations, spreadsheets, and other job-related software.
- Maintain regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Change working hours or work overtime including nights and/or weekends.

Water Efficiency Specialist 2 (WES2):

Specialists in this class must possess **proficient knowledge and proficient abilities** of the Water Efficiency Specialist 1 (WES1).

Physical Requirements

The physical requirements herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

- Travel occasionally by airplane conducting District business.
- Travel regularly by vehicle for District related duties and activities.
- Communicate orally and in writing with District management, co-workers, and the public in one-to-one and group settings.
- Vision and hearing within normal ranges with or without correction.
- Regularly use telephone for communications.
- Regularly use electronic devices.
- Work in a field environment doing the following physical activities:
 - Regularly: sit, fine manipulation, ride in a vehicle.
 - Frequently: walk, stand, squat, climb, bend, stoop, twist, repetitive use of hands, grasp, push, pull, reach above and below shoulder level, lift and carry up to 60 lbs., operate equipment and hand tools, and operate vehicle.
 - Differentiate between and perceive color, sound, smell, taste, texture and form.
- Work in an office environment: at a desk for an extended period of time, sit or stand for extended time periods, ability to stoop, kneel, push, pull, grasp, reach, lift and move objects up to 25 pounds such as storage boxes, large binders, books, and small office equipment.

Environmental and Working Conditions

The environmental and working conditions herein 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.*

- The performance of this position regularly requires exposure to job site, distribution and production areas with:
 - Field visits requiring the operation of a motor vehicle.
 - Exposed to environmental conditions:
 - Chemicals/Caustics, confined space, heights, allergenic plants/materials. Dusts/mists/fumes/smoke/gases, wet damp surfaces, extreme heat/cold, inclement weather, noise.
 - Work on various types of terrain and footing which may be slippery or uneven.
 - Work around moving objects or vehicles.
- Certain areas require the use of personal protective and safety equipment (i.e. hard hats, steel toed boots, safety glasses and hearing protection).
- Frequently work indoors in ambient room temperatures and lighting and be around office equipment as found in a typical office environment.

Education, Experience, and Certification

Required:

- Equivalent to the completion of the 12th grade.

Water Efficiency Specialist 1 (WES1):

- One (1) full-time year of increasingly responsible experience performing water efficiency activities.
- Possess and maintain a California State Water Resources Control Board (SWRCB) Distribution Operator Grade D1 Certification within twelve (12) months or two (2) consecutive exam periods from date of hire.
- Possess and maintain an American Water Works Association (AWWA) Water Use Efficiency

Practitioner Grade 1 Certification within twelve (12) months from date of hire.

- Possess and maintain an Irrigation Association Certified Landscape Irrigation Auditor Certification within twenty-four (24) months from date of hire.
- Possess and maintain an AWWA Water Use Efficiency Practitioner Grade 2 Certification within forty-two (42) months from date of hire.

Water Efficiency Specialist 2 (WES2):

- Three (3) full-time years of increasingly responsible experience performing water efficiency activities and related work including two (2) full-time years equivalent to a Water Efficiency Specialist 1 with the Carmichael Water District.
- Possess and maintain a SWRCB Distribution Operator Grade D1 Certification.
- Possess and maintain an Irrigation Association Certified Landscape Irrigation Auditor Certification.
- Possess and maintain an AWWA Water Use Efficiency Practitioner Grade 2 Certification.
- Possess and maintain a SWRCB Distribution Operator Grade D2 Certification within twelve (12) months or two (2) consecutive exam periods from date of hire.

Licenses

Required:

- Possess and maintain a valid State of California Class C driver's license.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two years duration.

License and Certification Maintenance: Employee is responsible to complete the designated number of contact hours (i.e.: continuing education and/or training requirements) and licensing requirements to maintain all required licenses and certifications as a condition of continued employment.

NOTE: The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria that are performed by most incumbents, but other related duties may be performed. Not all duties listed are necessarily performed by each individual.