



Water Conservation Specialist I

DEFINITION

Under close supervision, analyzes customer water use; participates in District water conservation programs; performs interior and exterior water audits; and does related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry-level classification in the Water Conservation Specialist series. Incumbents, work under close supervision, performing the less complex water conservation duties, involving water use calculations and analysis.

The Water Conservation Specialist I is distinguished from the Water Conservation Specialist II, which is the journey level classification. The Water Conservation Specialist II establishes water allocations for the more complex accounts and implements water conservation programs. On a training or emergency basis, the Water Conservation Specialist I may be assigned more complex water conservation duties normally performed by the Water Conservation Specialist II.

Positions in the Water Conservation Specialist series are flexibly staffed; positions at the Water Conservation Specialist II level are normally filled by advancement from the Water Conservation Specialist I level; progression to the Water Conservation Specialist II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; (iv) the incumbent satisfactorily meeting the internal promotional criteria; and (v) management approval for progression to the Water Conservation Specialist II level.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Researches and analyzes customer's water use records;
- answers consumer inquiries in person and by telephone regarding water use and water conservation programs;
- researches, creates, and maintains records, files, and directories;
- participates in a variety of water management and conservation programs;
- conducts interior and exterior water audits for a variety of users;
- receives phone calls from customers for scheduling appointments for water use surveys;
- enters water use survey data into customer data base program;
- performs field inspections making field measurements, calculations, sketches and inspects for plumbing fixtures;

- schedules and coordinates customers who request to attend District sponsored residential workshops and seminars;
- prepares and distributes necessary correspondence, reports, and records to District customers and employees;
- gives presentations in support of school education programs;
- uses a computer to enter, access and update information;
- interacts with other departments regarding consumer accounts and billings;
- prepares and conducts water conservation presentations for the public; and
- performs related duties and responsibilities as required.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Basic principles, practices, and methodologies of water conservation;
- principles of basic to moderate mathematical calculations;
- creating/storing word processing and spreadsheet computer files, in a network Windows environment;
- computer entry and retrieval;
- techniques for effectively interacting with the public, in person and by telephone; and
- proper spelling, grammar, punctuation and writing practices.

Ability to:

- Make accurate mathematical calculations of moderate difficulty;
- analyze problems, examine alternatives and recommend solutions;
- interpret, apply and explain policies and procedures;
- explain basic water conservation methods and products to the public;
- type with sufficient speed and accuracy to enter data and produce correspondence;
- prepare and maintain clear and concise records, reports and correspondence;
- interact effectively with the public, in person and by telephone;
- operate a variety of standard office equipment including a computer and calculator;
- interview and accurately record customer responses regarding indoor and outdoor water use habits;
- establish and maintain effective working relationships with those contacted in the course of work;
- lift and carry objects up to twenty-five pounds;
- maintain a physical condition necessary for walking, standing or sitting for prolonged periods of time; and
- follow applicable safety rules and regulations.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of twelfth grade or its equivalent; and one year experience in water conservation, or a directly related field; and demonstrated customer relations experience. Landscaping knowledge is desirable, but not required.

INTERNAL PROMOTIONAL CRITERIA:

For non-competitive internal promotional criteria, please refer to the Flex Criteria Matrix for the applicable classification series.

LICENSES AND/OR CERTIFICATIONS

- Possession of an Irrigation Association (IA) Certified Landscape Irrigation Auditor certificate or equivalent is required within twelve (12) months of the date of hire.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”
- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages or equipment weighing up to 10 to 25 pounds. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

The noise level in the work environment is quiet to moderate noise. The employee is exposed to outdoor temperature, humidity, wetness and dust. The position may require the ability to work overtime and weekends as needed.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: November 1994
Revised: August 2013, November 2021
Approved by: Human Resources Manager