



Fair Oaks Water District Job Description

Water Efficiency Specialist

DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Customer Service Manager
DIRECTLY SUPERVISES: N/A
JOB DESCRIPTION DATE: January 1, 2018
ANNUAL SALARY RANGE: \$51,175 - \$69,087
JOB CLASSIFICATION: Regular Full-Time, Safety Sensitive

General Statement of Job:

Under general supervision of the Customer Service Manager, this position administers the District water conservation programs; participates in public outreach activities designed to promote water efficiency; enforces the District water conservation policy; administers the conservation rebate programs; assists in customer service activities of the district; drives and operates vehicles and equipment.

Essential Functions:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge, the skills typically required and the scope of responsibility. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Enforces the District's water conservation policy in accordance with the authorized water conservation stage; coordinates follow-up efforts with customers; initiates corrective action within District guidelines.
2. Tracks and responds to customer inquiries or water waste complaints and provides information and advice on water efficiency issues and technical assistance regarding irrigation or water use problems; makes recommendations on how to eliminate unwanted water waste.
3. Solicits, schedules and performs Landscape Irrigation Reviews (LIR's); conducts field inspections and tests, calculates flow rates; instructs customers on ways to conserve water.
4. Documents the results of water audits and generates written reports to customers and/or managers, outlining suggestions for water system use improvement and LIR results.
5. Implements California Urban Water Conservation Council (CUWCC), Sacramento Water Forum, and California Department of Water Resources Water Efficiency Best Management Practices.
6. Oversees FOWD annual water awareness poster contest.
7. Serves as a District ambassador with the public; coordinates and organizes public outreach events and community conservation awareness programs; represents the District at various regional meetings.
8. Investigates high water use by individual customers and assist customers with taking water efficiency measures.
9. Assists in promoting good water management practices; promotes water efficiency rebates offered by the District; distributes water saving devices, educational brochures and other materials; sends out literature, processes forms and keeps statistics of work activities.
10. Assists in preparing and completing water conservation reporting requirements.

11. Assists in applying for and administering grants and other alternative funding sources for all conservation related programs; monitors and tracks program budgets.
12. Maintains District water conservation program records.
13. Provides regular updates to Customer Service Manager on District water efficiency efforts, progress and customer response.
14. Builds and maintains positive working relationships with co-workers and the public using principles of good customer service.
15. Provides general administrative and staff support.
16. Checks assigned vehicle on a daily basis to ensure safe and dependable operation; may perform minor repairs to vehicles and equipment.
17. May be required to work an occasional night or weekend day.
18. May work overtime with additional compensation.
19. Adheres to all policies, procedures and standards of FOWD and pertinent Federal, State, and local laws relating to position functions.

Other Duties

1. Acts as first back-up to Customer Service Representative positions and Field Customer Service Representative positions.
2. May assist in obtaining final meter reads and/or demand reads for billing.
3. May assist in the delivery of final notices and orders to disconnect water service due to non-payment of water charges.
4. May assist in performing water conservation property surveys.
5. May assist with developing annual department budget.
6. May be required to alternate among such duties as field safety inspections, toilet rebate inspections, responding to water waste complaints, delivering notices, and performing disconnects for non-payment.
7. May perform traffic control.

Job Standards/Specifications

Knowledge of:

- Knowledge and ability to interpret pertinent laws, rules, regulations, policies and procedures related to water demand management.
- Knowledge of CUWCC Best Management Practices and other local, State and Federal laws, regulations, ordinances, rules and reports related to water use efficiency and demand management.
- Knowledge of conservation policy and implementation methods.
- Knowledge of customer service procedures and experience handling of customer complaints.
- Knowledge of water quality regulations and requirements.
- Working knowledge of Microsoft Office software applications.

Ability to:

- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to effectively implement customer service procedures and experience handling customer complaints.
- Ability to help in the writing and administration of grants.
- Ability to review and understand construction specifications.

Typical Physical Activities:

- Manual labor requiring continuous bending, kneeling, lifting and use of manual and power tools.

- Travel regularly by vehicle for District related duties and activities.
- Lift, carry, push, and/or pull objects weighing up to 100 pounds.
- Operate various types of machinery and equipment such as the drill press, tapping machine, grinder, compactor, boring machine, hydraulic pump, jackhammer, pipe locator, and spade.
- Hearing and vision within normal ranges with or without correction.

Environmental Factors:

- Exposure to the sun: Work time spent outside a building and exposed to the sun.
- High Temp: Considerable work time in hard manual labor in temperatures between 80 or more degrees.
- Wetness: May get part or all of the body and/or clothing wet.
- Noise: Occasionally there are unusually loud sounds.
- Slippery surfaces: Occasional work on unusually slippery surfaces.

Desired Qualifications:

- Minimum of two years' experience developing and/or administering a California water efficiency and demand management program.
- Minimum of two years' experience in landscaping, irrigation techniques, methods and troubleshooting.
- Minimum of two years' experience in general pipeline related construction.
- AWWA Certified Water Use Efficiency Practitioner Grade II.
- College Degree.
- Any combination of training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

Required Licenses/Certifications:

- California Certified Water Distribution Operator Grade I or ability to obtain within one year of employment.
- AWWA Certified Water Use Efficiency Practitioner Grade I or ability to obtain within one year of employment.
- Irrigation Association Certified Landscape Irrigation Auditor (CLIA) or ability to obtain within two years of employment.
- Graduation from high school or equivalent.
- Valid California Driver's License.

Fair Oaks Water District is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. District policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, nation origin or ancestry, physical or mental disability, and medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful. In compliance with the American Disabilities Act, Fair Oaks Water District will provide reasonable accommodations to qualified individuals with disabilities, and encourages both prospective employees and incumbents to discuss potential accommodations.

I have received, read and understand the above job description.

Name (Please Print):

Signature:

Date:

Customer Service Manager: Shawn Huckaby

Signature:

Date:

General Manager: Tom R. Gray

Signature:

Date:
