

## **CUSTOMER SERVICE SUPERVISOR**

### **DEFINITION**

Under general supervision, plans, organizes and supervises the workflow of the District Customer Service, and Billing, ~~and Meter Reading~~ functions; provides direction and communication to direct reports and ensures that customer inquiries are answered in a timely, professional manner; audits and verifies completeness and accuracy of work; performs daily helpdesk and technical support and problem resolution to internal and external customers; reviews, develops and implements procedures relevant to the effective and efficient operation of the department; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

General supervision is given by the Director of Finance. Direct supervision of the Customer Service, and Billing ~~and Meter Reading~~ staff is exercised.

### **CLASS CHARACTERISTICS**

This single position class oversees day-to-day operations and participates in all District activities required to ensure that District Customer Service, and Billing ~~and Meter Reading~~ functions. Incumbents are expected to perform a technical billing work, in addition to performing a variety of record keeping, reconciliation and report preparation activities. Incumbents will be required to work independently, use sound judgment and assist in the instruction of others. This class provides leadership, training and evaluation of work in addition to dealing with the more complex customer inquiries and problems.

### **EXAMPLES OF DUTIES** (Illustrative Only)

- Assist Customer Service, and Billing, ~~and Meter Reading~~ staff, in troubleshooting problems that require special handling and responds to customer inquiries and complaints in a courteous and effective manner.
- Provide continual evaluation of processes and procedures and responsible for suggesting methods to improve operations, efficiency and service to both internal and external customers.
- Maintain in-depth working knowledge of District's customer service systems and processes.
- Work as a member/leader of special or on-going projects that are important to process improvement, such as customer service and/or technology upgrades.
- Monitor and provide performance feedback and coaching on a regular basis; write and administer performance reviews for skill improvement and career development.

- Ensure that Customer Service, ~~and Billing, and Meter Reading~~ staff has appropriate training, information, and resources to perform their jobs, including safety procedures, confidentiality and District policies.
- Establish work procedures and processes that support the District's standards, procedures and strategic directives.
- Use appropriate judgment in upward communication regarding department or employee concerns.
- Provide feedback to the Finance Director about any workflow problems or improvement opportunities with the Customer Service, ~~and Billing, and Meter Reading~~ functions.
- Establish and maintain effective working relationships with employees, other agencies and the public.
- Safeguard the confidentiality of employee and customer records.

## **QUALIFICATIONS**

### **Knowledge of:**

- Practices and procedures related to accounting for receipts and the maintenance of customer accounts.
- Standard office support practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word processing and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and statistical techniques.
- Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.

### **Skill in:**

- Dealing courteously and tactfully with the public and others in providing information, answering questions and providing customer service.
- Responding to and effectively prioritizing multiple phone calls and other requests or interruptions.
- Attention to detail and organizational skills.
- Interpreting, applying and explaining policies and procedures.
- Composing correspondence independently or from brief instructions.
- Balancing cash receipts and maintaining accurate financial records.
- Establishing, maintaining and researching files.
- Making accurate arithmetic, financial and statistical computations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing own work, setting priorities and meeting critical time deadlines.
- Entering and retrieving data from a computer with sufficient speed and accuracy to perform assigned work.

- Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Education:**

Associate of Arts/Science with major coursework in business, accounting or related field.

**Experience:**

Two years of experience in maintaining financial or accounting records, including dealing with the public and explaining procedures and regulations. Public sector experience desirable.

**License:**

Must possess a valid California class C driver's license and have a satisfactory driving record.

**Physical Demands:**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone.

## DEPUTY GENERAL MANAGER/DISTRICT ENGINEER

### DEFINITION

Under general direction, assists the General Manager in directing and managing the daily activities of administration, long-range planning, engineering, operations, maintenance and finances of the District's water, wastewater, recycled water and conservation activities. Acts on behalf of the District General Manager as directed and as the General Manager in his/her absence. Coordinates and directs the operations of the Engineering Department including, environmental planning, design, construction, permitting, and water conservation programs. Responsible for executing District policies and to support the General Manager in the overall success of the District.

### SUPERVISION RECEIVED AND EXERCISED

Receives managerial direction from the General Manager. Provides administrative direction to professional staff and general direction to administrative support staff. When acting as the Deputy General Manager, provides direction to and coordinates actions of District managers.

### CLASS CHARACTERISTICS

This single-position class requires a professional background with a high level of skill and independent judgment to accomplish departmental planning and operational goals and objectives as well as managing and overseeing the complex and varied functions of the department. The class is distinguished from other management classifications by its responsibility for performing duties related to the Deputy General Manager, and for directing District-wide engineering services.

### EXAMPLES OF DUTIES (Illustrative Only)

- ~~As Deputy General Manager, coordinates~~ Coordinates ~~selected~~ activities of District managers ~~as directed~~, represents General Manager to outside agencies/commissions as the District, and acts on behalf of the General Manager in his/her absence.
- ~~Develops~~ Assists in developing, directing, and coordinating the implementation of goals, objectives, policies, procedures, and work standards for the District ~~Budgets;~~ establishing appropriate service and staffing levels; and in the development and administration of the District's budget and integrated financial plans, as directed facilitates and reviews staffing levels, budget, and financial planning.
- Acts as a leader and provides direction on the setting of standards for District projects to assure continuity and progress toward overall goals; provides positive and constructive leadership and management.

- Oversees, reviews and revises staff reports for Board of Director and committee meetings; prepares and presents special reports, information and recommendations to the General Manager and Board of Directors on work program status, as required.
- ~~Manages external affairs, including legislative, administrative, and public communications;~~ Performs research and prepares administrative reports regarding legislative, administrative and technical, and public communications issues for the General Manager, the Board of Directors, and various boards and committees, and provides professional expertise and advice regarding issues; represents and promotes the District's goals and objectives to elected external officials and outside agencies; explains and interprets programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Reviews, revises and approves contracts with a variety of vendors and consultants working with the District.
- Serves as the Chief Engineer for the District, and manages all engineering activities.
- ~~Acts as a leader and provides direction on the setting of standards for District projects to assure continuity and progress toward overall goals.~~
- ~~Prepares and presents regular and special reports, information and recommendations to the General Manager and Board of Directors on work program status.~~
- ~~Assists in providing positive and constructive leadership and management.~~
- ~~Represents the District in meetings and discussions with employees, customers, the public, governmental officials, regulators, attorneys, environmental groups and contractors in order to promote the District's goals and objectives and resolve issues.~~
- Develops, plans and implements goals and objectives for the Engineering department; prepares and administers internal policies and procedures relating to engineering program activities; interprets and explains applicable rules, laws, and regulations.
- Directs and oversees, work activities, engineering projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Recommends and administers policies and procedures such as ordinances, procedure guidelines, design standards, and standard plans and specifications while assuring operation and maintenance, financial, regulatory and legal requirements are met.
- Oversees the coordination and management of engineering consultants.
- Conducts capital improvement project planning activities; provides oversight and input into the conceptual design of engineering projects; investigates and resolves problems with scope of work or cost issues of major facility upgrade and replacement projects.
- Provides responsible advice and counsel to the General Manager and department and division managers on a variety of engineering issues.
- Coordinates the preparation of the annual budget request for the Engineering Department; reviews staffing, equipment, and supply needs based upon recent trends and planned activities; monitors expenditures after budget adoption; approves purchase requisitions.
- Conducts engineering studies related to legislation, trends, and complex problems, evaluates alternatives, makes recommendations and prepares reports for the Board of Directors and implements courses of action.

## **QUALIFICATIONS**

Knowledge of:

- Principles and practices of water and wastewater utility operations, including water resource supply, recycling, treatment, collection and distribution and facilities maintenance.
- Laws, rules, ordinances, and legislative processes controlling water utility functions, programs and operations.
- Public administration policies and practices including fiscal planning and control, administrative analysis and policy and program development.
- Principles and practices of civil engineering as applied to the planning, design, cost estimating, construction, installation, and inspection of a wide variety of water and wastewater facilities.
- Principles and practices of environmental impact assessment and related regulatory processes.
- Principles and practices of senior management and leadership.
- Principles and practices of financial management, budgeting and risk assessment.
- Methods, materials and techniques used in the construction of public utilities projects.
- Public works contracting and contract management practices in a public agency setting.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Computer applications related to the work, including computer-aided drafting concepts and applications.
- Applicable laws, codes and regulations.
- Sources of information related to engineering theory and practices applicable to water distribution and wastewater collections.
- Practices of researching engineering and design issues, evaluating alternatives, making sound recommendations and preparing and presenting effective staff reports.
- Safety hazards and safety precautions related to work assignments.
- Principles and practices of public agency budget development, administration and accountability.

Skill in:

- Providing tactful and effective leadership and communication.
- Preparing precise, complex and comprehensive reports, budget projections and other administrative documents.
- Planning, organizing and directing an effective engineering services program.
- Conducting complex civil engineering research projects, evaluating alternatives, making sound recommendations and preparing effective technical reports.
- Coordinating and directing the activities of District managers to achieve specified tasks or goals.
- Interpreting, applying, explaining and implementing complex laws, codes, regulations and ordinances.
- Effectively representing the department and the District in meetings with the Board of Directors, governmental agencies, community groups, various business, professional, and regulatory organizations and individuals.
- Providing for the selection, training, professional development, motivation and work evaluation of staff.
- Preparing clear and concise reports, correspondence, policies, procedures and other written materials.

- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Making effective public presentations including technical material to non-technical audiences.
- Managing and maintaining accurate records and files.

**Education:**

Equivalent to graduation from a four-year college or university with major coursework in civil engineering or a related engineering field. Master's Degree in Public Administration, Management, or Organizational Development preferred.

**Experience:**

Seven years of professional engineering in the water/wastewater industry, including five years in a supervisory or management position preferably in the public sector.

**License and Certification**

Must possess and maintain a valid California class C driver's license and satisfactory driving record. Must possess California State Registration as a Professional Civil Engineer.

**Physical Demands:**

Must possess mobility to work in a standard office setting, to inspect District development and construction sites, and to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone.

## **DIRECTOR OF ADMINISTRATIVE SERVICES**

### **DEFINITION**

Under general direction, plans, organizes, directs and coordinates the District's financial activities to include highly complex professional accounting duties in the analysis, preparation and maintenance of financial records and reports, development, implementation and revision of accounting systems, procedures and internal controls, and coordination of the outside audit process; oversees accounting, information technology services, utility billing, customer service, procurement, contracts, and budget preparation, serves as Chief Financial Officer for the District; provides professional assistance to District management staff in areas of expertise, and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Administrative direction is given by the General Manager. Direct supervision is provided to Finance Director, Accounting, and Customer Service staff.

### **CLASS CHARACTERISTICS**

This single-position department head class oversees, and directs activities of the Finance, Accounting, and Customer Service Department, including all budget functions. The work involves both the oversight of functions and activities and performs diverse and specialized accounting work that is complex and involves significant accountability and decision-making responsibility. This classification is responsible for supervising accounting, customer service and information technology staff and managing areas such as, enterprise fund accounting, grant research, fixed asset accounting, utility billing, purchasing and procurement and other related activities for all District funds. Within this framework, the incumbent of this classification is accountable for planning, meeting operational goals and objectives and conducting special studies and projects. This position also provides oversight to the human resources function.

### **EXAMPLES OF DUTIES** (Illustrative Only)

- Plans and coordinates preparation of the District budget and monitor revenues and expenditures throughout the year, including budget guidelines and projections; attends budget meetings, prepares supporting documentation such as spreadsheets and graphs.
- Performs a variety of complex financial duties in support of accounting and financial reporting; oversees the establishment and administration of the financial control systems.



- Invests District funds and manages investment activities; analyzes, researches and studies investment opportunities by keeping current on the development of legislation affecting the District's financial status and functions.
- Provides technical advice to the Board of Directors, General Manager and District staff in financial and accounting matters; makes presentations regarding agenda items and resolutions.
- Forecasts future financial trends and economic impacts that may affect District operations.
- Manages the preparation of a variety of required monthly, periodic and annual financial and statistical reports and accounting summaries.
- Coordinates financial reporting and auditing activity with external auditors and other agencies; researches, compiles and analyzes data; prepares reports as required, including the preparation of audit schedules and confirmations; responds to inquiries from auditors and provides information as needed.
- Provides professional, technical accounting and budget advice to District staff; coordinates activities with other departments; assists in special projects as assigned, including preparing financial reports and other information required by District staff and external agencies.
- Oversees development and maintenance of the automated financial management system.
- Prepares schedules of direct and indirect cost allocations for cost centers.
- Oversees the selection of staff; provides for training and development; reviews and approves performance appraisals and recommendations for disciplinary actions, wage and salary actions, promotions, and related employment actions.
- Reviews the impact of annexations, new developments, sales taxes, impact fees, capital improvement, regulations and technology changes
- Administers the District's programs related to the issuance of grants and loans.
- Prepares and directs the preparation of a variety of correspondence, reports, procedures and other written materials.
- Maintains and directs the maintenance of working and official departmental files.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of public agency finance and budget development, including investments, auditing and reporting functions in conjunction with Generally Accepted Accounting Principles (GAAP) and Governmental Accounting Standards Board (GASB).
- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of public funds investment, cash management, banking operations and systems, analysis of complex financial statements and reports, and research and statistical evaluation of data.
- Methods and principles of management, including mentoring, counseling, work planning, evaluating, training, and corrective action.

- Applicable Federal, State and local laws, codes and regulations.
- Computer applications related to the work, including word processing, spreadsheet, database management and specific financial applications.
- Techniques for effectively representing the District in contacts with governmental agencies, various business, professional, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and District staff, in person and over the telephone.

**Skill in:**

- Managing, overseeing, and personally participating in a comprehensive public agency financial management program.
- Overseeing the planning, development and implementation of a District-wide financial plan.
- Maintaining an effective investment portfolio within the guidelines established by the District.
- Gathering and analyzing data, drawing conclusions, project consequences, formulate strategies, and make recommendations.
- Exercise sound judgment in handling large sums of money and maintain cash flow procedures and reporting systems.
- Interpret, apply, and explain legislation, rules, regulations, policies, and procedures, including the District's investment policy and cash handling policy.
- Maintaining accurate financial records and preparing accurate statistical reports for informational, auditing and operational use.
- Administering programs and the work of professional, technical and office support staff directly and through subordinate levels of supervision.
- Providing for the selection, training, professional development, motivation and work evaluation of staff.
- Meeting schedules and deadlines.
- Developing and implementing goals, objectives, policies, procedures, work standards and internal controls for the department.
- Interpreting, applying and explaining complex laws, codes, regulations and ordinances.
- Effectively representing the department and the District in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory and legislative organizations.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Education:**

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in economics, finance, business management, public administration or closely related field. Master's degree in Public Administration or Business Management preferred.

**Experience:**

Seven (7) years of increasingly responsible experience in accounting and finance to include purchasing, investments, cash management, internal audit control, and debt issuance with at least five (5) years at the management/supervisory level. Experience in a public agency setting is highly desirable.

**License:**

Must possess a valid California class C driver's license and have a satisfactory driving record.

**Physical Demands:**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen and hearing and speech to communicate in person and over the telephone.

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**MANAGEMENT SERVICES ADMINISTRATOR**  
**HUMAN RESOURCES MANAGER**

**DEFINITION**

Under administrative direction, plans, administers and implements a broad human resources program and other administrative projects, including such elements as recruitment and selection, employee relations, job analysis and classification, compensation and benefit strategy development, plan implementation, worker's compensation and employee performance evaluation and recognition; provides expert professional assistance to District management staff in areas of expertise; fosters cooperative working relationships among District departments and other governmental and regulatory agencies; and performs related work as required.

**SUPERVISION RECEIVED AND EXERCISED**

Administrative direction is given by the General Manager. No direct supervision of staff is exercised.

**CLASS CHARACTERISTICS**

This single-position management classification directs and personally performs all activities of the human resources function and other miscellaneous management activities. Responsibilities include coordinating the activities of the function with those of other District departments and ensuring that the District has an up-to-date and proactive human resources plan to support management and employees. The incumbent is accountable for accomplishing functional and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

**EXAMPLES OF DUTIES** (Illustrative Only)

- Develops and implements recruitment, testing and selection processes to ensure that vacancies are filled in a timely manner from a group of well-qualified candidates; prepares recruitment information and strategies; develops or obtains selection devices; provides for candidate notification and certifies eligibility lists; ensures equal employment opportunity for all candidates.
- Performs or directs the performance of job analysis and classification studies; conducts compensation studies and participates in the development of compensation and benefit strategies.

- Coordinates employee relations activities, such as establishing negotiation schedules; researching proposals and cost implications; and providing assistance to management, supervisors and staff in the interpretation of MOUs and the processing of grievances.
- Administers District benefit plans; orients and enrolls employees; acts as liaison with benefit carriers to address claims or issues; reviews and coordinates payment of employee insurance premiums; and works closely with the third-party administrator to process claims and administer the workers' compensation program.
- Coordinates employee development, training, work evaluation and recognition programs.
- Serves as legislative analyst for the District, analyzing and preparing reports regarding proposed legislation, which may affect the operations of the District.
- Serves as the District's risk manager in matters relating to worker's compensation, liability and property damage claims; ensures that safety issues and concerns of employees and the public are addressed.
- Conducts or directs the conduct of various research studies; analyzes results; evaluates alternatives; makes recommendations and prepares narrative and statistical reports.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, ordinances and other written materials.
- Maintains a variety of working and official personnel files; ensures the confidentiality of such files.
- Monitors changes in laws, regulations and technology that may affect the human resources function; implements policy and procedural changes as required.
- Uses a variety of standard office equipment, including a computer, in the performance of the work.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of human resources in a public agency setting.
- Principles, practices and techniques of recruitment, selection, equal employment opportunity and employee orientation.
- Principles of job analysis, classification, compensation and benefit analysis and administration.
- Practices and techniques of employee relations, including negotiations and the interpretation of laws, regulations and memoranda of understanding.
- Basic principles, practices and procedures of public administration in a public agency setting.
- Basic principles of risk management.
- Basic functions and services of public agency management.
- Applicable laws, codes and regulations.
- Computer applications related to the work, including word processing, spreadsheets and databases.
- Records management principles and practices.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and District staff, in person and over the telephone.

**Skill in:**

- Planning, organizing, administering, coordinating, reviewing and evaluating a comprehensive public agency human resources program.
- Assisting, developing and implementing goals, objectives, policies, procedures, work standards and internal controls for the function.
- Interpreting, applying and explaining complex laws, codes, regulations and ordinances.
- Planning and implementing effective recruitment, testing and selection practices.
- Developing and maintaining equitable and consistent human resources programs and plans related to job analysis and classification and compensation, benefits and employee relations functions.
- Making effective presentation to groups.
- Maintaining accurate records and files.
- Effectively representing the District in meetings with employee groups, governmental agencies, applicants, contractors and various professional and regulatory organizations.
- Organizing own work, setting priorities, effectively multi-tasking and meeting critical deadlines.
- Preparing clear and concise reports, correspondence, policies, procedures and other written materials.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Education:**

Equivalent to graduation from a four-year college or university with major course work in human resources, business or public administration, public policy or a field related to the work.

**Experience:**

Three years of administrative or professional experience related to the human resources function. Experience in public agency setting is desirable.

**License:**

Must possess a valid California class C driver's license and have a satisfactory driving record. SPHR and PHR certification required

**Physical Demands:**

Management Services Administrator

Human Resources Manager

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Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen and hearing and speech to communicate in person and over the telephone.

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## METER READER

### DEFINITION

Under general supervision, reads/records field work in reading water meters and records recording consumption; cleans, data for billing purposes; makes field service calls to service locations to investigate and perform service connection, disconnection, and related customer service issues; inspects, and repairs water meters; identifies irregularities in meter meters and related equipment and related plumbing; provides a variety of customer service functions; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by the Operations & Maintenance Supervisor or Assistant Operations & Maintenance Superintendent. No direct supervision of staff is exercised.

### CLASS CHARACTERISTICS

This single position class is responsible for working independently in the field to read water meters, record consumption, maintain meters, perform customer service activities and other field duties in Marina and the former Fort Ord community.

This is a single position classification that performs the full range of duties related to field customer services, including reading meters, turning water services on or off, and inspecting consumer property for leaks and other billing related issues. Responsibilities require the use of tact, discretion, and independent judgment and frequent interaction with the public. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Customer Service Representative class series in that the latter performs billing, accounting, and financial duties related to customer accounts for utility services. This class is further distinguished from the Operations and Maintenance Supervisor in that the latter is the full supervisory-level class responsible for organizing, assigning, supervising, and reviewing the work of staff assigned to the operations and maintenance department.

### EXAMPLES OF DUTIES (Illustrative Only)

- Reads water meters on assigned routes and records readings.
- Inspects meters to ensure proper registration and reports on conditions such as malfunctioning and improperly installed meters and suspicious conditions.
- Installs, replaces and repairs up to 2" meters as needed.
- Performs leak investigations, informs customers of results, makes minor repairs in the field or prepares work orders if needed.



- Connects or disconnects water services according to work orders issued by the Customer Service Department.
- Reports violations of the rules and regulations governing water consumption or conditions that may necessitate a change in rate for the service rendered.
- Shuts off service to customers with delinquent bills and restores service once payment arrangements are satisfied.
- Delivers and hangs door tags at assigned addresses according to customer work orders.
- Cleans dirt and weeds from meter boxes and trims bushes and trees around meter boxes.
- Identifies addresses for new water utility billing.
- Tactfully responds to and documents inquiries and complaints from the public.
- May perform hydrant and residential flow tests.
- May perform required route and usage information downloads and uploads daily using appropriate equipment and computer applications.
- Performs various office administrative and maintenance duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- District street and address system, including awareness of hazards.
- A variety of meters and meter reading equipment and their respective functions.
- Basic safety practices related to the work, including confined space entry.
- Billing procedures and policies of water utility services.
- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

### **Skill in:**

- Reading meters efficiently and recording accurate consumption information.
- Prioritizing own work and using independent judgment within procedural guidelines.
- Maintaining accurate and up-to-date records using automated and manual systems.
- Working under deadline pressure.
- Reading maps.
- Understanding and following written and oral directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

### **Education:**

Equivalent to graduation from high school.

### **Experience:**

No experience is required. Experience reading utility meters or reading and recording data with speed and accuracy is desirable.

**License:**

Position requires substantial driving in a District vehicle. Must possess a valid California class C driver's license, have a satisfactory driving record and be insurable under the regulations and guidelines of the District's liability and risk carrier.

**Physical Demands:**

Ability to work outdoors and walk for long periods of time, in a variety of weather conditions, sometimes over rough, uneven or rocky surfaces with dust, sand, noise, and traffic; carrying and lifting equipment and materials weighing up to 50 pounds; vision to read printed materials and meters; and hearing and speech to communicate in person, over a two-way radio and by phone.

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**OPERATIONS AND MAINTENANCE SUPERINTENDENT/MANAGER**

**DEFINITION**

Under administrative direction, plans, organizes and provides administrative direction and oversight for all District operations and maintenance functions including laboratory and water conservation activities; plans, manages and coordinates the installation, operations, maintenance and repair of water treatment and distribution and/or wastewater collections systems and related facilities; ensures the reliable operation of all equipment, whether stationary or mobile; ensures conformance with applicable laws, regulations and District policies; provides expert professional assistance to District management staff in areas of expertise; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; performs related work as required.

**SUPERVISION RECEIVED AND EXERCISED**

Administrative direction is given by the General Manager and/or the Deputy General Manager/District Engineer. Direct supervision is provided to Operations and Maintenance Supervisor, Laboratory Supervisor, and Water Conservation Specialist. General supervision is provided to Operations and Maintenance staff through subordinate levels of supervisory staff.

**CLASS CHARACTERISTICS**

This is a single-position management classification functioning as head of the District's Operations & Maintenance Department. The incumbent oversees and directs all activities of the Operations & Maintenance Department, Laboratory and Water Conservation programs, including short- and long-range capital improvement planning and budgeting. Responsibilities include coordination of safety program, establishing procedures and policies for employee safety, training, and documentation. This position serves as the District's Emergency Operations Center Director and assures that emergency planning is up to date. The position also serves as the Fats Oils and Grease Source Control Program Administrator and the District's Backflow and Cross Connection Control Administrator and maintains records to ensure conformity with specifications, compliance and maintenance of these programs. The incumbent facilitates department activities with those of other appointed officials and oversees departmental planning, operational goals and objectives.

**EXAMPLES OF DUTIES** (Illustrative Only)

- Develops and directs the implementation of goals, objectives, policies, procedures and work standards for the department.

- Ensures compliance with state and federal regulations regarding water quality, employee safety and environmental issues.
- Implementation and administration of the District's Backflow and Cross Connection Control program to ensure that the water system is protected from contamination, all testing has been performed annually and appropriate records are kept as required by law. Provides administrative oversight and support of the Fats, Oils, and Grease (FOG) Source Control and Backflow programs.
- Experience with modern office procedures, methods, and equipment including computers, SCADA system computers radios and PLCs, GIS databases and CMMS databases and their respective software.
- Oversees laboratory programs that support water and wastewater treatment plant operations and processes and related water quality activities and supports the District's Environmental Laboratory Accreditation (ELAP) program certification.
- Coordinates special investigations in water, wastewater, and process control and ensures necessary changes are made, as indicated by study findings and regulatory compliance monitoring.
- Prepares and administers the department's budgets, including materials and supplies, outside services, chemical and outside lab service costs and vehicle and equipment expenses.
- Plans, organizes, administers, reviews and evaluates the work of professional, technical, maintenance and office support staff directly and through subordinate levels of supervision. Monitors and evaluates developments in water conservation technologies and techniques; makes recommendations for new developments into programs.
- Coordinates and administers water conservation program administration with local and state agencies and ensure appropriate reporting.
- Responsible for overall facilities security and emergency preparedness.
- Provides for the selection, training, professional development and work evaluation of department staff; authorizes discipline as required; provides policy guidance and interpretation to staff.
- Contributes to the overall quality of the department's service by developing, reviewing and implementing policies and procedures to meet legal requirements and District needs.
- Coordinates activities of staff and the department with those of other District departments and outside agencies.
- Participates in and provides input for the District's Capital Improvement Program.
- Confers with and represents the department and the District in meetings with members of the Board of Directors, various governmental agencies, developers, contractors, business and industrial groups and the public.
- Oversees the development or update of the District's water and wastewater Asset Management plans and programs and other plans related to District infrastructure.
- Prioritizes and allocates available resources; reviews and evaluates program and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, ordinances and other written materials.
- Maintains and directs the maintenance of working and official departmental files.

- Monitors changes in laws, regulations and technology that may affect departmental operations; implements policy and procedural changes as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of the development, maintenance and management of water treatment and distribution and wastewater collections systems and related facilities.
- Pertinent local, State, and Federal laws, rules and regulations and reporting, including EPA and CADPH Safe Drinking Water Regulations.
- Principles of supervision, management and general administration, including coaching and mentoring staff.
- Principles and techniques of capital improvement design, construction, inspection, funding and long-term maintenance.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- Safety procedures pertaining to operations, including the techniques for handling and storing hazardous chemicals and agents. Must also be familiar with employee right to know regulations, materials safety data management and OSHA rules and procedures related to confined space entry, fall protection, and trench safety
- Principles and practices of budget development, administration and accountability.
- Applicable laws, codes and regulations.
- Computer applications related to the work.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and District staff, in person and over the telephone.

### **Skill in:**

- Planning, organizing, administering, coordinating, reviewing and evaluating a comprehensive water and wastewater systems and facility construction, maintenance and operations program.
- Reading and interpreting plans, specifications and diagrams used in the design and construction of water treatment and distribution and wastewater collection systems and related facilities.
- Administering programs and the work of staff directly and through subordinate levels of supervision.
- Selecting, training, motivating and evaluating the work of staff.
- Providing for the training and professional development of staff.
- Developing and implementing goals, objectives, policies, procedures, work standards and internal controls for the department.
- Interpreting, applying and explaining complex laws, codes, regulations and ordinances.

- Effectively representing the department and the District in meetings with governmental agencies, community groups and various business professional, educational, regulatory and legislative organizations.
- Preparing clear and concise reports, correspondence, policies, procedures and other written materials.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Any combination of experience, education and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

**Education/Experience:**

Equivalent to graduation from high school and five years of experience in maintenance and operations of water treatment and distribution and wastewater collection systems and facilities, including at least three years of progressively responsible supervisory experience. Public sector experience highly desirable.

Or

Associate of Arts or Science degree from an accredited college with specialized coursework that includes physical, chemical or biological science is desired and a minimum of three years of experience in water technology to include water distribution, treatment and wastewater management and one year of supervisory experience.

Or

Bachelor of Arts or Science degree from an accredited college or university with specialized coursework that includes physical, chemical, or biological science is desired and at least two years of experience in water technology to include water distribution, treatment and wastewater management with one year of supervisory experience.

**Licenses and Certifications:**

Must possess a valid California class C driver's license and have a satisfactory driving record. The following certification is required for this position or can be obtained within 24 months from appointment date:

California Department of Public Health Water Distribution Operator Grade IV,  
California Department of Public Health Water Treatment Operator Grade II  
California Water Environment Association Collection System Maintenance Grade IV  
American Water Works Association Backflow Prevention Assembly General Tester and  
Cross Connection Control Specialist certification.

**Physical Demands:**

Work is normally performed in a standard office setting and uses standard office equipment, including a computer. On occasion, the position requires the ability to travel on District business and to visit and inspect District facilities and projects that require traversing uneven or difficult terrain, in all types of weather conditions. The duties of the position require ability to walk, observe, talk, listen, and operate a two-way radio and telephone. Occasionally, work requires lifting or moving up to 25 pounds.

FLSA: Exempt from overtime

Collective Bargaining Unit: Teamsters Local 890

DRAFT

## **UTILITY LABORER**

### **DEFINITION**

~~Under general supervision, responsible for performing (at a semi-skilled level) general building and grounds maintenance and repair work; to keep assigned areas and buildings in a clean, neat and orderly condition; to perform a variety of tasks relative to assigned area of responsibility.~~

Under general supervision, maintains all District facilities, grounds, vehicles and equipment; performs a variety of semi-skilled maintenance and custodial tasks to ensure District buildings, grounds, vehicles, and equipment are in a clean, orderly, and safe condition; and performs related work as required.

### **ESSENTIAL FUNCTION STATEMENTS**

#### **SUPERVISION RECEIVED AND EXERCISED**

General supervision is given by the Operations and Maintenance Supervisor. No supervision of staff is exercised.

~~The following tasks are typical for positions in this classification. Any single position may/not perform all these tasks and/or may perform similar related tasks not listed here:~~

#### **CLASS CHARACTERISTICS**

The Utility Laborer is an experienced-level class, capable of performing a wide variety of independent work to ensure that District facilities, grounds, vehicles and equipment are maintained in a safe and effective working condition. Responsibilities include performing work in all maintenance areas, depending upon the immediate needs of the District. Incumbents may possess craft or journey-level skills in one or more areas of activity, all are expected to be able to perform basic maintenance and repair in all areas of assignment. This class is distinguished from the System Operators class series, by the latter's special assignment, training and certification requirements when performing maintenance and operation duties associated with the Water Distribution and Wastewater Treatment facilities.

#### **EXAMPLES OF DUTIES (Illustrative only)**

- Cleans and removes debris and trash from parking lots, buildings and yards; washes vehicles and cleans interiors; pressure cleans heavy equipment, trucks and tools.
- Changes oil, fluids, filters, batteries, and fuses in vehicles;.
- Maintains and operates small power/hand tools and equipment; performing grounds maintenance and maintaining facilities records.
- Cleans spills and breakage, washes, vacuums, sweeps, mops and dusts; sets up and takes down meeting equipment; picks up, delivers and moves boxes, furniture, supplies, parts and materials.



- Requisitions supplies for restocking.
- Inspects for safety hazards or maintenance needs, prepares and submits work orders;
- Sweeps paved areas, curbs, and gutters; cleans debris from drains and catch basins, seeds, mows and trims grass, cuts and pulls weeds, trims, prunes, and plants bushes and trees.
- Irrigates and applies fertilizer. Prepares new landscaped areas, installs irrigation systems; identifies pest and weed control needs of grounds surrounding operations and remote pump stations; facilities.
- Identifies and obtains materials, supplies and equipment needed to accomplish maintenance and repair projects.
- Prepares walls, ceilings and floors, metal, asphalt and cement surfaces for repairs, alterations and painting.
- Digs holes and trenches, cuts and removes existing wood and metal materials and structures;
- Blasts, sands and patches surfaces. Mixes, sprays and brushes paint to interior and exterior surfaces of buildings, paved and cemented areas, tanks, metal equipment and fences;
- Cleans hallways, offices, lobbies, ceilings and ceiling fans, light fixtures, interior glass, blinds, doors; wash windows, mirrors and walls; empties, cleans and sanitizes waste receptacles and ash trays; replaces light bulbs and tubes;
- Sweeps, vacuums, mops, waxes, strips and polish floors; vacuums and shampoos carpets and rugs;
- Operates and performs maintenance on a variety of hand held power equipment.
- Performs other assigned work consistent with the responsibilities of the classification.

## **QUALIFICATIONS**

### **Knowledge of:**

- Methods, materials and tools used in building maintenance and construction, landscape maintenance, and irrigation systems;
- Techniques used for servicing vehicles, power tools and equipment in routine building and repair;
- Cleaning supplies, equipment and custodial methods;
- Proper materials and procedures used for cleaning purposes;
- Basic tools used in routine building and equipment maintenance and repair;

### **Ability to:**

### **CleanSkills In:**

- Cleaning and earecaring of assigned area and facilities;
- PerformPerforming minor building maintenance and repair work;
- UseUsing a variety of custodial equipment, supplies and materials;
- ExhibitExhibiting a high customer service priority;
- UnderstandUnderstanding and followfollowing oral and written directions;

- ~~Work~~Working independently in the absence of supervision;
- ~~Communicate~~Communicating clearly and concisely, both orally and in writing;
- ~~Establish~~Establishing and ~~maintain~~maintaining effective working relationships with those contacted in the course of work;
- ~~Purchase~~Purchasing and inventory supplies;.

### **Experience and Education/Training Guidelines**

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

One year of building and grounds maintenance experience. Minor vehicle servicing is preferred.

#### **Education/Training:**

High School diploma or equivalent

#### **License of Certificate:**

Possession of an appropriate, valid driver's license.

### **Working Conditions**

Field environment; travel from site to site; exposure to potentially hazardous chemicals.

### **Physical Conditions:**

Essential functions may require maintaining physical condition necessary for heavy, moderate or light lifting up to 50 pounds; walking, standing, squatting, kneeling, or sitting for prolonged periods of time; bending; ascending and descending ladders and exterior walkways; visual and mental acuity.

(Approved by Board on Sept 22, 2004)

**Marina Coast Water District**

**July 2012**

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## **WATER CONSERVATION SPECIALIST**

### **BASIC FUNCTION DEFINITION**

~~To perform professional level duties in~~ Under general supervision, develops, administers, and evaluates the District's residential, commercial, and landscape water conservation programs; ~~developing~~ develops news programs to promote water conservation; ~~conducting~~ conducts field audits and ~~providing~~ provides consultation on residential and landscape water conservation methods; ~~responding~~ responds to customer inquiries and/or complaints; and ~~analyzing~~ collects and distributes program information, analyzes data, and ~~preparing~~ prepares reports on water conservation issues, and program evaluation, and performs related work as required.

### **SALARY RANGE**

### **SUPERVISION RECEIVED AND EXERCISED**

Range 46: \$41,142 to \$50,125 annually (2004)

Receives general supervision from the Operations and Maintenance Manager. **Exercises supervision of the Water Conservation Student Intern.**

### **CLASS CHARACTERISTICS**

~~Positions in this classification are distinguished from that of Water Conservation Supervisor in that the latter has overall programmatic responsibility for the water conservation program including the evaluation and supervision of staff.~~ This is a single-position classification responsible for the development and administration of the District's water conservation programs. Incumbents in this classification require social expertise in the technical aspects of water use and conservation, and in the development and management of water conservation programs. Incumbents perform the full range of technical work in support of water conservation programs, including assisting with water audits, data collection and analysis, and public outreach events and projects. Responsibilities require the use of tact, discretion, and independent judgment and frequent interaction with the public. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Operations and Maintenance Manager in that the latter is the full management-level class responsible for the department: organizing, assigning, supervising, and reviewing the work of staff assigned to operations and maintenance department.

**TYPICAL DUTIES** – Duties may include, but are not limited to, the following:

### **EXAMPLES OF DUTIES (Illustrative Only)**

~~Develop or assist with the development of water conservation programs that will be part of the District's desire to expand water conservation programs with particular focus on new developments, outside irrigation practices, and associated public information campaigns.~~

- Researches, evaluates, and designs new water conservation programs; develops and implements program work plans; prepare reports, notices, and analyses on program operations and evaluation.
- Manages and evaluates existing water conservation programs, such as the District's Ultra Low Flow Toilet program; makes recommendations for changes to the programs based upon evaluation, as appropriate.
- Develops and assists in the preparation of ordinances that may impact the District's expanded water conservation program.
- Coordinates program administration with local and state agencies; identifies, monitors and evaluates developments in water conservation technologies and techniques to improve the efficiency of water use; communicates these measures to promote customer acceptance.
- Conducts water conservation audits, field inspections and site surveys of residential, commercial, industrial, and large turf customers.
- Develops and recommends incentives to alter water use practices including fixture and appliance retrofit and rebate programs.
- Develops and implements comprehensive and diverse educational outreach programs activities, and community events regarding water conservation; may perform occasional work at weekend water conservation events or at after-school programs.
- Assists in preparationPrepares of annual budget for water conservation programs; monitors expenditures.
- Performs a wide variety of administrative duties to support program operations, including researching, compiling, and organizing water conservation program information and data from various sources; checking and tabulating standard mathematical or statistical data; developing and preparing newsletters, displays, brochures, flyers, presentations, reports and other materials
- Responds to customer inquiries and complaints regarding leaks, water consumption, and rates, as required; provides customers with specialized information about their water service and conservation programs; refers customers to the proper District personnel when appropriate.
- ~~➤ Assigns and supervises work of Water Conservation Student Intern.~~
- Performs other duties as assigned.

~~Prepare or assist with the preparation of ordinances that will affect the District's expanded water conservation program. This may also require external and internal Board level presentations or assisting the Water Conservation Supervisor with said presentations.~~

~~**Solicit, schedule, and conduct water audits of residential, commercial and industrial, and large turf customers. Develop and manage major Water Conservation programs, such as the District's Ultra Low Flow Toilet program, as appropriate.**~~**QUALIFICATIONS**

~~Make recommendations for improving water use or irrigation efficiency at sites visited and assist in promoting good water management practices.~~**Knowledge of:**

~~Gather and analyze data, and make written reports to site owners, managers, and other District departments which outline suggestions for water system use improvements.~~

- Basic principles and practices of water conservation programs, projects, and activities, including conducting water audits.
- Basic principles and practices of public outreach techniques.

- Principles and practices of data collection and report preparation.
- Basic and advanced mathematics and statistical techniques.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

~~Respond to customer inquiries or complaints and provide technical assistance regarding irrigation or water use problems.~~ **Skill in:**

~~Provide technical expertise and advice on building or landscape projects and develop public information materials relative to the water conservation program.~~

- Performing in-depth water audits of residential, commercial, and other District users.
- Preparing clear and concise reports, correspondence, and other written materials.
- Learning, interpreting and, explaining, and ensuring compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- Dealing tactfully with the public and others in providing information, answering questions, and providing customer service related to water conservation programs.
- Researching, analyzing, and summarizing data and preparing and presenting accurate and reliable reports.
- Making accurate arithmetic and statistical calculations.
- Establishing and maintaining a variety of filing, record keeping, and tracking systems.
- Understanding and following oral and written instructions.
- Operating modern office equipment including computer equipment and specialized software applications programs.
- Organizing own work, set priorities, and meet critical time deadlines.
- Using English effectively to communicate in person, over the telephone or radio, and in writing.
- Using tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishing, maintaining, and fostering positive and effective working relationships with those contacted in the course of work.

~~May assist in District's water education program including working with local elementary and secondary school programs.~~

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

~~Use a personal computer to enter, maintain, and analyze data, and prepare reports and correspondence.~~

~~Attend and make presentations at community workshops or events, and assist in publicizing the District's water conservation programs. May be required to occasionally work at weekend water conservation events or at after-school programs.~~

~~Represent the District at professional or industry group meetings and generally remain current on new developments in the field of water conservation.~~

~~Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, environmental planning, horticulture, landscape architecture, or a related field. Two years of experience in a water conservation program, or landscape design or irrigation design. OR~~

~~Equivalent to an Associate's degree from an accredited college or university with major course work in business administration, environmental planning, horticulture, landscape architecture, or a related field. Four years of experience in a water conservation program, or landscape design, irrigation or design.~~

~~Formalized training in water conservation and irrigation auditing methods may be substituted for the listed academic majors.~~

### **Licenses and Certifications:**

~~Direct and supervise Water Conservation Worker(s), establish their work assignments, manage their workloads and assist them with more technically difficult problems.~~

~~Build and maintain positive working relationships with co-workers, other District employees and the public using the principles of good customer service.~~

- ~~➤ Possession of, or ability to obtain, a valid California Driver's License by time of appointment.~~
- ~~➤ Irrigation Auditor's Certification from Irrigation National Landscape Association desirable, ed, but not required.~~

### **PHYSICAL DEMANDS**

~~Assist District Engineer with special water conservation projects, as required.~~

~~Performs related duties as assigned.~~

### **MINIMUM QUALIFICATIONS AND REQUIREMENTS**

#### **Knowledge of:**

~~Current techniques, practices, and institutional processes related~~Must possess mobility to water conservation.

~~Principles and practices of landscape management methods for work in a standard office setting and use standard office equipment, including a computer; to inspect various commercial, institutional and residential applications.~~

~~The types and characteristics of water conserving plants, landscape designs, soils, turf grasses, and irrigation systems.~~

~~Evapotranspiration and its application to landscape water management.~~

~~Residential, commercial, industrial and institutional water conservation devices, sites, including traversing and climbing uneven terrain; to attend meetings and to operate a motor vehicle; vision to read printed materials and practices.~~

~~Word processing, spreadsheets a computer screen, and make inspections; color vision to identify materials, structures, wires, and pipes; and hearing and other computer applications related to water conservation applications.~~

~~Ability to:~~

~~Work independently, without close supervision, in speech to communicate in person, before groups, and over the office telephone. Finger dexterity is needed to access, enter, and the field.~~

~~Market, organizer retrieve data using a computer keyboard or calculator and conduct effective water conservation and water auditing programs.~~

~~Read and interpret complex technically written materials, landscape and building plans.~~

~~Attend various community and civic meetings and / or functions and make presentations on behalf of the District.~~

~~*Communicate effectively, both orally and in writing. Prepare clear and concise written reports and correspondence. Speak effectively to large groups.*~~

~~Analyze water conservation problems and make practical independent decisions and recommendations based upon specifics found.~~

~~Use a variety of tools, devices, and equipment specific to water conservation activities. Provide technical and functional supervision to other staff.~~

~~Establish and maintain effective working relationships with those contacted in the course of work.~~

~~Experience and Training:~~

~~*Any combination of education, experience and training that would provide the required knowledge and abilities. A typical way to obtain the minimum knowledge and abilities would be:*~~

~~Experience and Education:~~

~~Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, environmental planning, horticulture, landscape architecture, or a related field. Two years of experience in a water conservation program, or landscape design or irrigation design.~~

OR

~~Equivalent to an Associate's degree from an accredited college or university with major course work in business administration, environmental planning, horticulture, landscape architecture, or a related field. Four years of experience in a water conservation program, or landscape design, irrigation or design.~~

~~Formalized training in water conservation and irrigation auditing methods may be substituted for the listed academic majors.~~

~~License or Certificate:~~

~~Possession of, or ability to obtain, a valid California driver's license.~~

~~Irrigation Auditor's Certification from National Landscape Association desired, but not required.~~

to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.