



## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Conservation Program Assistant
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### **GENERAL PURPOSE**

Under general supervision, performs a variety of routine to moderately difficult customer service functions related to water conservation including providing information, and researching problems by telephone and in person; assisting with residential and landscape water surveys; measures landscape areas for water budgets; sends out water waste notices; and performs related duties, as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This fully qualified journey-level classification is responsible for performing the full range of duties as assigned, working independently, and exercising judgment and initiative. 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 Conservation Specialist I/II in that the latter performs the more complex work assigned to the series, such as large and complex commercial surveys and/or providing technical and functional direction over lower level staff.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Principal Water Resources Specialist. Exercises no direct supervision over staff.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

- Performs GIS measurements for landscape areas as defined by the District to include in outdoor water budget allocation; process appeals based on landscape changes.
- Inspects and monitors various residential and commercial sites for compliance with the District's water conservation regulations; processes variances.

- Performs a variety of customer service functions related to water efficiency, rebates and conservation programs including evapotranspiration zone and targeted water use and retrofitting; performs onsite water waste investigations.
- Provides a watering schedule and information about native plants and efficient watering practices.
- Assists with water surveys, field investigations and evaluation of residential, commercial, industrial and institutional customers; provides customers with rebate programs information and applications; processes check requests and tracks water savings.
- Identifies the sources of water leaks and assesses the efficiency of water use; advises customers to read meters for usage and detect leaks.
- Processes water waste violations and submits documentation to customers, responds to customer inquiries on prevention of water waste; assesses penalty fines to customer accounts; processes undocumented courtesy violation notices.
- Prepares a variety of conservation related promotional, marketing, outreach, and informational materials to educate businesses, children, special interest groups and constituencies, the general public, and member communities in District programs, services, resources, events, and activities.
- Respond to customers who are irate or who have complex, specialized or unusually sensitive water use situations; analyzes customer's water usage and budget and calculates customer's new water budget based on variances.
- Ensures compliance with safety standards.
- Attends monthly safety meetings.
- Updates and maintains a variety of records, files, and resource information.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **REQUIRED QUALIFICATIONS**

### Knowledge of:

- Basic principles and practices of water conservation such as landscape design, drought tolerant plants, California native plants, and irrigation systems.
- General knowledge of industrial, commercial, institutional, and residential water use, practices, and methods to improve water use efficiency.
- Current issues and projects affecting District water conservation.
- Geography of the District's service area.
- Field investigative techniques.

- Characteristics of the District's customer base including typical causes for high consumption.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Read, interpret, analyze, and process a variety of technical documents related to water budgets, usage and conservation.
- Properly use equipment, tools, and instruments related to area of assignment.
- Read and understand maps generated from multiple sources.
- Conduct inspections for conservation purposes.
- Perform a variety of customer service tasks as it relates to program operations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- One (1) year of office administration or customer service experience, preferably in a public utilities environment.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- A valid California Class C driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

When assigned to an office environment, 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; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and 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.

When assigned to field work, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various District sites; vision to inspect site conditions. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

**WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District  
Job Title: Conservation Program Assistant  
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>March 29, 2020</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Non-Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed and fully understand the job description for Conservation Program Assistant. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_