GENERAL PURPOSE

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

DISTINGUISHING CHARACTERISTICS

Initially under close supervision and guidance incumbents assist Conservation Program Specialists in providing a variety of services to the Districts diverse customer base to encourage the efficient use of water ranging from answering inquiries about rebates and programs to assisting in field surveys of water use. Assignments are generally routine, although handling difficult customers may be required.

A Conservation Program Assistant is distinguished from a Conservation Program Specialist in that incumbents in the latter class perform more difficult and responsible program administration and coordination, with a greater degree of independence.

ESSENTIAL 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 class.

Performs a variety of customer service functions related to water efficiency; answers questions in writing or on the phone about rebates and conservation programs, provides information and materials as needed to the customer to assist in saving water, provides information about the District’s Water Use Efficiency Ordinance and water waste violations and assist customers when inquiring about outdoor water use appeals.

Measure landscape areas as defined by the District to include in outdoor water budget allocation. This can be done in the field or through the use of Arial photography. Enter correct landscape information into the customer billing system with the appropriate notation. Process appeals based on changes to landscape area and document the appeal outcome in the appropriate database.

Provide information to customers about outdoor water use including evapotranspiration zone and target water use. Provide a watering schedule and information about native plants and efficient watering practices.
Assist conservation specialist with water surveys, field investigation and evaluation of residential, commercial, industrial and institutional customers; identify the sources of water leaks and assess the efficiency of water use; provide recommendations to property owners on water use and conservation techniques, equipment improvements and other methods of achieving more efficient water use, enter survey information into a database.

Process water waste violations; record and document water waste in the field, retrieve pictures of water waste from meter readers or other field personnel, insert picture of water waste into letters, print letters, send to customers, answer inquiries from customers, provide information about preventing water waste to customers, note violations in customer database, communicate with other departments about waste notices, assess penalty fines to customer accounts; send out courtesy notices for undocumented violations.

Assist with rebate programs including, providing information and applications to customer, review returned applications and process check requests, enter rebate information into database and track water savings.

Prepare conservation materials and devices for various events and programs including making up conservation packets, and tracking inventory.

Respond to customers who are irate or who have complex, specialized or unusually sensitive water use situations.

Ensure compliance with safety standards; ensures all duties are performed in a safe manner; attends monthly safety meetings.

Completes forms and prepares reports; maintains records of work performed and conditions and situations encouraged.

Perform related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Customer service practices and etiquette on the telephone and in person; standard office practices and procedures, correct English usage, including spelling, grammar and punctuation; geography of the District's service area; field investigative techniques; characteristics of the District's customer base including typical causes for high consumption; various department-specific functions that effect conservation, various department-specific computer programs such as: SPORT, Excel, Word and COINS; practices and methods of sound business communication.

Ability to:

Drive a District vehicle; use other standard office equipment; read and understand District maps, tract maps, GIS maps and Thomas Guide; operate computers using word processing; sophisticated telephone equipment and other
standard office equipment; handle tactfully and effectively sensitive customer relation situations and defuse situation that are highly emotional and volatile; interpret, and explain efficient water use and water budgets; identify and resolve, within established guidelines, customer problems or refer to supervisor; handle customer complaints in an effective manner; reach sound decisions in accordance with rule and policies; understand and carry out written and oral instructions; communicate clearly and effectively orally and in writing; use tact, discretion, patience and understanding in dealing with customers and the public; make sound independent judgements within established guidelines; prepare clear, accurate and concise computer entries and basic correspondence; maintain sensitive and confidential information; establish and maintain highly effective working relationships with District staff, customers and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge skills and abilities outlines above is graduation form high school or G.E.D. equivalent and one year of office administration or customer service experience; or an equivalent combination of training and experience. Experience in customer service functions in a government or public utility setting is highly desirable.

Licenses; Certificates; Special Requirements:

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

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel office equipment; and reach with hands and arms. Employees are frequently required to stand and walk.

Specific vision abilities required by this job include close vision, distance and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret complex data
and information; make arithmetic calculations; analyze and solve customer problems; observe and interpret situations; learn and apply new information; rapidly perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District staff, customers who are often upset and dissatisfied and the public.

**Work Environment:**

This position may involve both office and field work.

Employee working in office conditions could experience high volumes of telephone calls, some public interaction and moderate noise levels.

Employee could be subject to random periodic work monitoring, including telephone monitoring as well a quality sampling of correspondence and applications processed and adjustments made to accounts.

Employee carries out field assignments by driving to customer locations throughout the District. Employees are exposed to extreme outside weather conditions and street/road conditions.