

## **JOB DESCRIPTION**

**Conservation Program Specialist I (Flex)**

**Conservation Program Specialist II (Flex)**

**Conservation Program Specialist III**

**Code Number: 12006, 12007, 12015**

### **GENERAL PURPOSE**

Under general supervision, assists in the development of conservation programs; implements and monitors programs to inform and educate customers about efficient water use and conservation; conducts water leak investigations; issues citations to enforce mandatory water conservation ordinances during times of water shortage; represents the District with customers and in community events and meetings on conservation issues; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Conservation Program Specialist I is the entry level class in the Conservation Program Specialist series. Initially under close supervision, incumbents perform the more routine duties while learning District policies and procedures and becoming familiar with the variety of departmental systems and practices. As experience is gained, duties become more diversified and are performed under more general supervision. This class is alternately staffed with Conservation Program Specialist II and III, and incumbents may advance to the higher levels after gaining experience and demonstrating proficiency which meet the qualifications of the higher level classifications.

Conservation Program Specialist II is the first working level class in the series, fully competent to independently perform routine duties while learning to perform higher level tasks. This class is distinguished from the more advanced classification of Conservation Program Specialist III by the latter's responsibility for performing more technical conservation duties independently including the development and monitoring of water budgets for commercial irrigation customers and administering complex conservation programs. A Conservation Program Specialist III may also provide day-to-day work direction and guidance to lower level Conservation Program Specialists.

### **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.***

Implements, monitors, reviews, and participates in a variety of customer service and conservation related activities; identifies conservation program tasks needed to assist Conservation Analysts in grant program development and related activities; coordinates District conservation programs with staff, consultants, and other agencies; participates in developing, auditing, and enforcing conservation programs and ordinances; participates in implementing conservation related "Best Management Practices."

Develops and delivers conservation program training and guidance to other employees, agencies, and customers.

Attends "pre-job" meetings with District engineers, inspectors, commercial developers, and contractors to explain water budget accounts, ETO, and any needed adjustments.

Drafts agreements for a variety of conservation related programs and develops the administrative systems to track and account for actions and expenses.

Conducts water surveys, field investigations and evaluations of residential, commercial, industrial and institutional customers; identifies the sources of water leaks and assesses the efficiency of water use, particularly for landscape irrigation; provides recommendations to property owners on water usage and conservation techniques, equipment improvements and other methods of achieving more efficient water use; applies irrigation and landscape design concepts in developing proposals for improved water usage; leaves or installs water saving devices.

Responds to customer inquiries about water use and requests for conservation information; provides guidance to customers on performing water use self-diagnoses; schedules appointments for water surveys; determines high water users; encourages the use of appropriate conservation measures and advises customers on methods and techniques, including retrofitting.

Reviews current legislation regarding conservation issues; collects and evaluates information, develops proposals and implements assigned water conservation projects and programs; analyzes "pre-program" consumption data; collects data from various sources and monitors actual conservation results from program implementation; develops reports of findings and recommendations; assists in evaluating potential District-supported conservation demonstration projects.

Participates in enforcing the District's mandatory water conservation ordinances during periods of water shortage; conducts investigations and documents findings; meets with, provides advice and attempts to resolve water waste complaints through mitigating action by the property owner; issues citations for violations if resolution cannot be achieved.

Calculates water budgets for commercial irrigation customers in accordance with District guidelines and legal requirements; evaluates irrigation blueprints and works with landscape architects, developers and consultants to resolve water usage and design problems; monitors monthly customer usage against water budgets and notifies customers of excess usage; develops graphs and tracking reports on water usage; may conduct inspections of landscape irrigation installations for plan conformance; assesses penalty fees to all non-compliant landscape accounts.

Represents the District at community service and public relations functions and at career days and science fairs relating to water conservation; organizes and arranges for speakers for the District's periodic "water wise" workshops; gives presentations to professional landscape, irrigation, property management and other groups on irrigation and other water efficiency issues.

Maintains a database of evapotranspiration rates for use in evaluating customer water usage.

Assists in organizing and participates in water awareness demonstrations and retrofit exchanges in designated areas of the District.

May assist in developing budget items related to conservation programs.

Performs related duties as assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

District's conservation-related ordinances; current water conservation methods and techniques, including accepted industry practices in conducting water surveys; practices, techniques and products used by other agencies in water conservation

programs; Federal, state, and local water conservation related laws and rules; plumbing codes; subsurface and overhead irrigation systems; practices, methods, techniques, measurements, tools, and equipment used to design, install, test, troubleshoot, maintain and repair irrigation systems; residential and commercial consumption patterns and interior plumbing fixtures; xeriscaping and other water conserving landscaping methods; California-native plants, soils, and turf; commercial and residential irrigation equipment, methods and materials; general uses and types of data available in the District's automated customer accounting system; methods for calculating water savings; principles and practices of business communication.

**Ability to:**

Administer agreements and contracts; interpret irrigation/landscape blueprints; assemble and interpret data applicable to water conservation programs; calculate water budgets using CIMIS and ETO data; independently handle customer complaints and inquiries; analyze conservation issues and problems, develop alternatives and make sound, appropriate recommendations; exercise sound independent judgment within established guidelines; operate a computer and word processing, spreadsheet and graphics software in developing analyses and preparing presentation materials; communicate clearly and effectively, orally and in writing; represent the District effectively in customer and community meetings; understand, follow and apply written and oral work instructions; prepare clear, concise and accurate reports, correspondence, analytical studies and other written materials; understand, interpret, explain and apply District and local laws, regulations and programs applicable to water conservation; exercise tact and diplomacy in dealing with sensitive customer issues and situations; establish and maintain effective working relationships with those encountered in the course of the work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and two years of progressively responsible experience in utilizing an automated customer accounting system and conducting water efficiency studies or in work that provides familiarity with domestic, commercial and landscape water conservation techniques; or an equivalent combination of training and experience.

A Conservation Program Specialist I and II may be considered for advancement to Conservation Program Specialist III after demonstrating proficiency to perform all the major duties assigned to the class.

Typically, a Conservation Program Specialist I is expected to be capable of meeting the proficiency criteria to advance to the II level within 6 to 12 months, and to the III level upon demonstrating the ability to independently administer conservation programs and completed the most technically advanced work of the department. Depending on an individual's prior experience and progression in performing the full range of Conservation Program Specialist duties as described in the established proficiency criteria, a Conservation Program Specialist II is expected to be capable of meeting the proficiency criteria to advance to the III level within 6 to 12 months.

### **Licenses; Certificates; Special Requirements:**

Certification as a Landscape Irrigation Auditor is required for certain Conservation Program Specialist II assignments. 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 and hear, both in person and by telephone; use hands to finger, handle or feel standard office equipment; and reach with hands or arms. In certain assignments employees are frequently required to stand and walk; stoop, kneel, bend or crouch; regularly lift up to 25 pounds and frequently lift 25 to 50 pounds.

Specific vision abilities required by this class include close vision, distance vision, use of both eyes, depth perception, and ability to adjust focus and distinguish basic colors and shades.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use oral and written communication; read documents or instructions; analyze and solve problems; interpret data or information; observe people and situations; use math/mathematical reasoning; learn and apply new information or skills; perform highly detailed work; work with constant interruptions; interact with customers/individuals, some of whom may be dissatisfied and/or abusive.

## **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.*

While performing the duties of this class, employees are typically exposed to outdoor weather conditions including extreme heat and cold and to wet, humid conditions. In certain assignments, employees work under normal office conditions, and the noise level is moderately quiet.

**FLSA DETERMINATION:** Non-exempt

**FLEX REQUIREMENTS**  
**Conservation Program Specialist I (Flex)**  
**Conservation Program Specialist II (Flex)**  
**Conservation Program Specialist III**

**LENGTH OF TIME REQUIRED**

A Conservation Program Specialist I may advance or “flex” to the Conservation Program Specialist II class after 6 - **12 months** of experience in the Conservation Program Specialist I class.

A Conservation Program Specialist II may advance or “flex” to the Conservation Program Specialist II class after 6 - **12 months** of experience in the Conservation Program Specialist I class with demonstrated ability to administer conservation programs and perform and train others in the performance of the more technically advanced conservation work of the department.

**PERFORMANCE RATING**

The incumbents must receive an overall performance rating of “Meets Expectations” or better on their most recent annual performance evaluation in order to flex to the higher class.

**COMMENTS**

The Conservation Program Specialist I must also demonstrate proficiency in performing all major water audit and conservation program functions and activities before advancing to the Conservation Program Specialist II classification. One aspect of this proficiency is in the form, developing graphs and tracking reports on water usage, evaluating irrigation blueprints, and conducting inspections of landscape irrigation installations for plan conformance.

The Conservation Program Specialist II must also demonstrate proficiency in performing all major water audit and conservation program functions and activities before advancing to the Conservation Program Specialist III classification. One aspect of this proficiency is in the form of performing more technical conservation duties which includes but is not limited to: effective conservation program task identification, development and monitoring of water budgets for commercial irrigation customers, effectively training lower level staff in developing graphs and tracking reports on water

usage, evaluating irrigation blueprints, and conducting inspections of landscape irrigation installations for plan conformance and demonstrating the capacity to independently develop and administer effective conservation programs.

In addition, certification as a Landscape Irrigation Auditor is required for certain Conservation Program Specialist II and III assignments.