JOB DESCRIPTION
Cross-Connection Control Coordinator I (Flex)
Cross-Connection Control Coordinator II
Code Number: 18027, 18028

GENERAL PURPOSE
Under direction, coordinates the Cross-connection/Backflow Prevention Program to ensure compliance with state and local regulations; independently perform difficult and responsible technical and administrative work associated with specialized cross-connection and backflow prevention reports, research, billing services, and related program demands; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
The single incumbent class independently performs detailed and highly responsible work in administering and coordinating the activities of the Cross-Connection Program. This position may be assigned lead supervisory duties over administrative support personnel. Assignments require close coordination with engineers, developers, contractors, property owners and District personnel in ensuring compliance with regulatory requirements. The incumbent is responsible for monitoring, tracking, coordinating, and inspecting new and existing projects. The work requires a thorough knowledge of Cross-Connection backflow rules, regulations, policies, and procedures and the use of initiative and judgment carried out with a high degree of accuracy.

ESSENTIAL DUTIES AND RESPONSIBILITIES
Coordinates, recommends, develops and designs various elements of the Cross-connection/Backflow Program; monitors a variety agriculture, commercial, residential and municipal water accounts to ensure compliance with District and regulatory requirements in regards to Cross-connection elimination or control, determines through regulatory requirements or involved Departments the type of protection and/or installation of Cross-connection control, investigates complaints regarding backflow installations, backflow events, and theft, and enforces compliance with relevant ordinances and regulations; schedules and prioritizes workload and sets compliance deadlines.

Coordinates onsite inspections to ensure proper installation of approved devices and to ensure the need for backflow protection; schedules and coordinates activities with customers and District personnel.

Constructs and maintains excel spreadsheets for reports for the District and regulatory agencies; distributes reports for outside requests from other agencies.
Processes billing information as pertains to charges or fees assessed to customer, documents Coins and Backtrack information, use of Oracle to track Contract District repair/testers costs or charges.

Represents the interests of the District at workshops, seminars, committees and outside organizations; serves as District staff representative for backflow orientation.

Provide training and informational meetings with District staff; may provide lead supervision to administrative support personnel assigned to the Cross-connection Program.

Responds to customer requests for information in-person, by telephone and fax; quotes backflow retrofit rates and creates agreements pertaining to retrofits.

Schedules backflow retrofits; will be the initial contact and will follow the project through to completion, including agreement preparation, site documentation, updates to customers and District personnel; provides ongoing communication.

Performs other related duties as assigned.

DESIZED MINIMUM QUALIFICATIONS

Knowledge of:
An extensive understanding of the operation, services and activities of a Cross-connection control program; practices and principals of Cross-connection control; basic legal requirements governing Cross-connection control; operating characteristics of a water system, plumbing and related devices, backflow devices and Cross-connection control problems and prevention. In addition the District’s Water and Recycled Rules and Regulations; District policies, procedures and practices applicable to the installation and approval of a variety of services, with particular emphasis on Cross-connection Control; basic engineering and construction terminology; customer service practices and etiquette; standard office practices and procedures including recordkeeping and filing; sound business communication practices; correct English usage, including spelling, grammar and punctuation; policies and procedures for billing, credit and collections; the operations, uses and requirements of COINS; Backtrack, Oracle, Maximo, regulatory guidelines of cross-connection/backflow, decision making, planning and coordination.

Ability to:
Prepare clear and concise records, reports, correspondence and other written materials; operate standard office equipment; organize work, set priorities and exercise sound independent judgment in applying complex District rules, policies and procedures regarding Cross-connection/backflow Control and recycled water, installations, rates, fees, and rules; read and interpret plumbing blueprints, irrigation plans drawings, specifications and technical manuals; and make decisions using available information and sound judgment; establish and maintain effective working relationships with those contacted in the course of work; follow and apply written and oral instructions; communicate effectively, orally and in
writing; participate in department efforts to identify actual or potential Cross-connections.

**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 three years of increasingly responsible development services, billing, central control, or water operations experience providing a familiarity with the District’s Cross-connection Program; or an equivalent combination of training and experience.

Typically the Cross-connection Coordinator I may be considered for advancement to the level II class after demonstrating proficiency to perform all major duties assigned to the class and possessing valid licenses/certificates as noted below.

Typically, the Cross-connection Coordinator I is expected to be capable of meeting the proficiency criteria within a 12-24 month period, depending on individual’s prior experience and progression in performing the full range of duties as described in the established performance criteria.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s Vehicle Insurance Policy. State of California Water Distribution Operator Certificate Grade I and Recycled Water Site Supervisor certificate must be obtained within 12 months from date of hire into this classification.

Possession of a valid Cross-connection Specialist Certificate issued by the American Water Works Association in order to flex to Cross-connection Coordinator II.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental 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.*

**Physical Demands**

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 10 pounds. Employees are frequently required to walk and stand and occasionally lift up to 25 pounds.
Specific vision abilities required by this job include close vision 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 data, information and documents; analyze and solve problems; observe and interpret situations; perform basic arithmetic calculations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with District managers, staff, customers, the public and others encountered in the course of work.

**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 under typical office conditions, and the noise level is usually quiet.
FLEX REQUIREMENTS
Cross-connection Coordinator I (Flex)
Cross-connection Coordinator II

LENGTH OF TIME REQUIRED
A Cross-connection Coordinator I may advance or “flex” to the Cross-connection Coordinator II class after 12-24 months of experience in the former class.

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 Cross-connection Coordinator I must also demonstrate proficiency to perform the full range of duties as described in the Cross-connection Coordinator I/II job description. The incumbent must have also obtained their Cross-connection Specialist certification and State of California Distribution Operator Certificate Grade I, and must have attended the Recycled Water Site Supervisor class and maintain that certificate.