

CITY OF MADERA

WATER CONSERVATION SPECIALIST

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, acts as customer service representative for the water division related to water meters, water conservation programs, and watering regulation compliance; provides public education and outreach regarding the City's water conservation programs; receives and resolves customer inquiries concerning the delivery of services; investigates citation appeals; administers the appeal process for citations; performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Water Conservation Specialist** is the advanced journey level class in the water division of the Public Works Department which is responsible for performing a variety of responsibilities related to water conservation and water services. Incumbents in this position perform customer service duties related to water system service and customer inquiries and complaints. This class is distinguished from the classification of Water Conservation Customer Service Representative in that the latter performs meter troubleshooting and service start/stop duties.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Water Meter and Conservation Supervisor. Incumbents of this class do not routinely exercise supervision but may provide lead direction to lower level staff in the Water Division of Public Works.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs customer service duties including receipt of complaints regarding watering regulation compliance and customer inquiries on citations received.
- Responds to questions and concerns from the general public; provides information as is appropriate and resolves service complaints; performs proactive education and enforcement of the City's water conservation program; attends public outreach events to represent the City and explain water conservation programs.
- Proactively enforces the City's water conservation programs; educates members of the public on conservation program requirements and any incentive/rebate programs available to assist with water conservation; provides notices of violation or maintenance citations; enters citations into City systems.
- For all citations issued by the Water Conservation division, ensures utility account customer information applicable to citation is correct; inputs citation information into City systems including appropriate documentation; generates citations from City systems and distributes to appropriate

parties.

- Performs field investigation when citations are questioned by citizens or when violations are observed during self-initiated activity; helps resolve maintenance issues, violations, and/or appeals at the lowest level.
- Prepares information packets for Administrative Hearing Officer; represents the City in appeal hearings.
- Provides assistance to other office staff in filing, recordkeeping, and customer service.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

WORKING CONDITIONS:

Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. The position also requires both near and far vision when working at a computer, performing service water connection duties and operating assigned equipment. The need to lift and, carry files and promotional items weighing 15 pounds or more is also required. Additionally, the incumbent in this outdoor position works in all weather conditions including wet, hot and cold. The nature of the work also requires the incumbent drive motorized vehicles.

QUALIFICATIONS:

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Water Conservation Specialist**. A typical way of obtaining the required qualifications is to possess one year of experience in an office environment working with customer service issues and the interpretation and application of regulations, and a high school diploma or equivalent.

License or Certificate:

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

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of:

Basic recordkeeping principles and practices; local, State and Federal water conservation and utility laws, codes and regulations; tactful and courteous methods of dealing with the public; occupational hazards and standard safety precautions necessary in the work place; modern office methods, procedures and practices; City geography and the municipal street system.

Ability to:

Utilize computerized financial records systems as they relate to assigned responsibilities; maintain accurate and up-to-date records; communicate clearly and concisely, both orally and in writing; understand and carry out oral and written instructions; respond to public inquiries, requests for service, and complaints in a tactful, courteous manner; independently work in the field performing assigned duties; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications.