

Sacramento Suburban Water District Classification Specification

Job Class: Water Conservation Technician I/II

FLSA Status: Non Exempt

Supervisor: Water Conservation Supervisor

Effective Date: July 2011

Definition/Distinguishing Characteristics

Positions in this classification perform technical duties within the Field Services Department that are related to promoting and implementing Sacramento Suburban Water District's Water Conservation Program.

Water Conservation Technician I is the entry level class. Under close supervision, this position performs a variety of assigned duties related to water conservation programs, including conducting water wise house calls and public outreach/education activities, investigating complaints regarding water waste, and performing a variety of tasks related to water efficiency and conservation. Individuals may advance to the Water Conservation Technician II position after successfully completing an introductory period, gaining one additional year of experience, obtaining required certifications, completing job related training courses, and demonstrating on the job performance, proficiency and competency.

Water Conservation Technician II is the journey level class. Under general supervision, this position performs the full range of assigned duties related to water conservation programs, including conducting water wise house calls and public outreach/education activities, investigating complaints regarding water waste, and performing a variety of tasks related to water efficiency and conservation.

Examples of Duties

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Solicits, schedules and performs water audits at various locations, including residences, commercial and public locations, by conducting field inspections and tests, calculating flow rates and instructing customers on ways to conserve water.
- Documents the results of water audits and generates written reports to customers and/or managers, outlining suggestions for water system use improvement and audit results.
- Reviews water use patterns and surveys type, number and condition of water using fixtures and appliances.
- Assesses landscape water use and recommends general irrigation schedules.
- Distributes water saving devices, educational brochures and other materials.

- Tracks and responds to reports of water waste calls by notifying customers of reported problems, and makes recommendations on how to eliminate unwanted water waste.
- Initiates corrective action under authority of District regulations and within District guidelines.
- Implements California Department of Water Resources Water Efficiency Best Management Practices.
- Promotes water efficiency rebates offered by the District, e.g. ET Controllers, HE clothes washing machines, toilet rebates.
- Participates in the Public Outreach Program and assists with the School Education Program as necessary.
- Sends out literature, processes forms and keeps statistics of work activities.
- Answers customer inquiries and provides information and advice on water efficiency issues.
- Assists in promoting good water management practices.
- Responds to customer inquiries or complaints and provides technical assistance regarding irrigation or water use problems.
- Builds and maintains positive working relationships with co-workers and the public using principles of good customer service.
- Complies with all District policies, procedures, rules and regulations including all safety standards.

Mental and Physical Requirements

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Travels frequently by automobile in conducting District business.
- Communicates orally with District management, coworkers and the public in face-to-face, one-to-one and group settings.
- Regularly uses a telephone for communication.
- Regularly uses office equipment such as computers, copiers and fax machines.
- Ability to carry, reach and lift supplies and equipment weighing up to 30 pounds.
- Ability to push, pull and maneuver supplies and equipment of varying weights and configurations.
- Ability to stoop, kneel, crouch, crawl and climb during field work.
- Stands and walks for extended time periods and on uneven terrain.
- Works out-of-doors as needed in all weather conditions with exposure to dust, dirt, water and significant temperature changes between cold and heat.
- Hearing and vision within normal ranges with or without correction.
- Must wear CalOSHA approved protective footwear with a minimum ANSI I/75 rating.

Qualifications

Knowledge of:

- California Department of Water Resources Water Efficiency Best Management Practices, irrigation systems and principles of gardening.
- Interior residential plumbing devices and practices relevant to water conservation, including water measurement and flows.
- Outdoor irrigation systems and soil-plant-water relationships.

- Proper work safety standards.
- Methods, materials and equipment used in water distribution facility systems maintenance and repair work.
- Common office computer software programs, particularly Microsoft Word, Excel and Outlook.

Ability To:

- Deal tactfully and courteously with the public.
- Write routine reports and correspondence.
- Speak effectively before groups of customers or employees.
- Effectively represent the District's water conservation program at functions with the general public and other organizations.
- Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
- Compute rate, ratio and percent, and draw and interpret bar graphs.
- On an intermittent basis, sit at a desk or in a vehicle for long periods of time; stand, walk and bend when setting up and presenting public information displays; squat, climb, kneel and twist when conducting field inspections and water system assessments.
- Follow oral and written directions.
- Keep accurate records.
- Establish and maintain cooperative working relationships.
- Learn to read and interpret distribution diagrams and maps.
- Pass pre-employment physical, drug and alcohol examination, and background check.
- Obtain District-issued Forklift Certification as soon as practicable based on work schedule and District needs.

Education, Experience, Licenses and Certifications

Required:

- High school diploma or equivalent.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.
- State of California Water Distribution Operator Certificate Grade D1 and Certified Landscape Irrigation Auditor (CLIA) Certificate are required for the Water Conservation Technician II level.

Incumbent must complete the designated number of contact hours (i.e., continuing education/training requirements) to maintain the required certifications as a condition of continued employment.

Desirable:

Any combination of education and experience which would likely provide the desired knowledge and abilities is acceptable. A typical way to obtain the knowledge and abilities would be:

Water Conservation Technician I

One (1) year to three (3) years progressively responsible experience in landscape irrigation or plumbing. An Associate Degree from an accredited college with major course work in landscape irrigation or related field may be substituted for experience.

Water Conservation Technician II

One (1) year to three (3) years progressively responsible experience in landscape irrigation or plumbing, plus (2) years of other education or training in residential plumbing practices, outdoor irrigation systems, or water conservation practices equivalent to the Water Conservation Technician I level; successfully completing job related training courses; and demonstrating on-the-job performance, proficiency and competency. An Associate Degree from an accredited college with major course work in landscape irrigation or related field may be substituted for experience.