

## **Sacramento Suburban Water District Classification Specification**

**Job Class:** Water Conservation Technician I/II

**FLSA Status:** Non Exempt

**Supervisor:** Water Conservation Supervisor

**Effective Date:** April 2017

### **Definition/Distinguishing Characteristics**

Positions in this classification perform technical duties within the Field Services Water Conservation 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 (WWHC), 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 WWHC, 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 WWHC at various locations, including single and multi-family residential, commercial, industrial and institutional sites.
- Conducts field inspections and tests during WWHC to calculate flow rates and instruct customers on ways to conserve water.
- Documents the results of WWHC and generates written reports for customers and/or managers outlining recommendations that will promote the most efficient indoor and outdoor uses of water.
- Assesses landscape water use and recommends custom irrigation schedules.
- Distributes water efficient devices, educational brochures and other materials.

- Tracks and responds to reports of water waste complaints received by telephone or e-mail 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 Sacramento Water Forum and California Department of Water Resources Water Use Efficiency Best Management Practices.
- Promotes water efficiency rebates offered by the District.
- 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.
- Responds to customer inquiries or complaints and provides information and advice on water efficiency issues and 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.
- Maintains regular attendance and adheres to prescribed work schedule to conduct job responsibilities.

### **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 and e-mail 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.
- Occasionally may be required to change working hours or work overtime.
- Must wear CalOSHA approved protective footwear with a minimum ANSI I/75 or equivalent ASTM rating.

### **Qualifications**

#### ***Knowledge Of:***

- Sacramento Water Forum and California Department of Water Resources indoor and outdoor Water Use Efficiency Best Management Practices, irrigation system design 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 and database programs, including the Microsoft Suite of Programs (Word, Excel, Outlook, Access and PowerPoint).

***Ability To:***

- Deal tactfully and courteously with the public.
- Operate motor vehicles and forklift.
- 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 with co-workers, outside agencies, vendors, consultants/contractors and the public.
- Learn to read and interpret distribution diagrams and maps.
- Pass pre-employment physical, drug and alcohol examination, and background check.

***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.
- Water Conservation Technician I Level: State of California Water Distribution Operator Certificate Grade D1 and Certified Landscape Irrigation Auditor (CLIA) Certificate, or ability to obtain Grade D1 certification within one (1) year of employment and CLIA certification within two (2) years of employment.
- Water Conservation Technician II Level: State of California Water Distribution Operator Certificate Grade D1 and Certified Landscape Irrigation Auditor (CLIA) Certificate; one (1) year of experience in landscape irrigation or plumbing and two (2)

years of experience in residential and commercial outdoor irrigation systems and water conservation practices at a level equivalent to the Water Conservation Technician I.

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:

- Additional experience in landscape irrigation or plumbing, residential and commercial outdoor irrigation systems and water conservation practices is highly desirable.
- An Associate Degree from an accredited college with major course work in landscape irrigation or related field is highly desirable and may be substituted for required experience.

**The specific statements shown in each section of this class specification are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.**