

Sacramento Suburban Water District Classification Specification

Job Class: Water Conservation Representative
Temporary Seasonal Position

FLSA Status: Non Exempt

Supervisor: Water Conservation Supervisor

Effective Date: June 2018

Definition/Distinguishing Characteristics

Under general supervision, this temporary, seasonal position performs duties related to the District's Water Conservation Program, including educating customers about the District's conservation program and enforcing the District's Water Conservation Ordinance.

Examples of Duties

The following duties are typical for this classification. Depending upon the assignment, the temporary 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.

- Responds to customer complaints regarding suspected water waste.
- Patrols in a District vehicle in search of incidents of water waste and other water abuses.
- Enforces the District's current Water Conservation Stage by discussing water use restrictions with customers.
- Maintains and updates water waste records.
- Forwards complaints and questions regarding the District's Water Conservation Ordinance to the Water Conservation Supervisor.
- Provides literature, water conservation kits and verbal instructions to customers regarding water efficient practices.
- 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 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.
- Frequently works out-of-doors with exposure to dust, dirt and summer weather conditions.
- Hearing and vision within normal ranges with or without correction.
- Occasionally required to change working hours or work overtime.
- Must wear CalOSHA-approved protective footwear with a minimum ANSI I/75 or equivalent ASTM rating. This position does NOT qualify for reimbursement for protective footwear under the District's Protective Footwear Program Procedure.

Qualifications

Knowledge Of:

- Correct English usage, spelling, grammar and punctuation.
- Common office computer software and database programs, including the Microsoft Suite of Programs (Word, Excel, Outlook, Access and PowerPoint).
- District's Water Conservation Ordinance and policies, procedures and operations regarding water conservation.
- Automatic sprinkler systems.

Ability To:

- Follow oral and written directions.
- Communicate effectively both orally and in writing.
- Work without direct supervision.
- Deal tactfully and courteously with the public.
- Conduct interviews to obtain or exchange information.
- Operate a computer for word processing, database and department specific software.
- Keep accurate records and write routine reports.
- Establish and maintain cooperative working relationships with coworkers, outside agencies and the public.
- 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.

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:

- Two to three (2-3) years of increasingly responsible work experience in performing customer service and related work, preferably including experience working with a water agency or public utility.

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.