

## EXHIBIT 20-A

### MONTEREY PENINSULA WATER MANAGEMENT DISTRICT CONSERVATION TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### **DEFINITION**

To perform a wide variety of technical and office administrative support duties in support of the Water Demand Division. To answer the telephone and provide information to the public and other Agency employees on the functions, policies, and administrative procedures of the Water Demand Division, to assist other agencies and the public in understanding general conservation and permit requirements; to assist in research, analysis, and reporting on water demand management and conservation programs; to receive, route and distribute incoming and outgoing mail; to maintain a variety of files and records; and to perform other job related duties as required.

#### **DISTINGUISHING CHARACTERISTICS**

This is the entry level class in the Conservation series. This class is distinguished from the Conservation Representative I by the performance of the more routine tasks and duties assigned to positions within the series, without an expectation of advancement to higher, more complex responsibilities over time. Incumbents of this class do not perform inspections, and are not responsible for compliance with District ordinances. The class is also distinguished from Conservation Representative I by the performance of office support functions for other members of the Division. Since this class is typically an entry level class, employees may have only limited or no directly related work experience.

#### **SUPERVISION RECEIVED AND EXERCISED**

##### **Conservation Technician**

Receives immediate supervision from the Water Demand Manager.

#### **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**

*The following duties are typical for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:*

##### **Essential Functions:**

1. Act as a receptionist to the public; answer the telephone and assist the general public; respond to public inquiries in a courteous manner; screen inquiries, take messages and direct calls to appropriate staff.
2. Perform general word processing and computer work to create and edit letters, documents, spreadsheets, databases and graphics; send and receive E-mail messages.
3. Assist the public, in person and over the phone in understanding District rules and regulations related to permit requirements; provide information on how to meet conservation requirements on specific properties.
4. Enter permit information into computer, collect payments, stamp plans and issue receipts; schedule inspections and issue permits as necessary.
5. Provide information to architects, realtors and project planners on permit procedures; assist in interpretation of ordinance and how they apply to specific projects.

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**Conservation Technician (Continued)**

6. Compile data for special projects and services; collect and assemble data and background materials for a variety of reports; maintain logbooks; prepare monthly reports and statistical data.
7. Update conservation and permit database and process rebates.
8. Interpret routine application rules to specific projects and calculate connection charges and water allocation required for project using established rules and precedents.
9. Send letters regarding permit violations and enforcement action to be taken by the District.
10. Respond to basic questions from city planners and other representatives from the jurisdiction regarding the interpretation of District permit rules and how they apply to specific projects.
11. Schedule inspections performed by the Conservation Representatives
12. Release deed restrictions and issue waivers for meter splits.
13. Operate a variety of office equipment including but not limited to a typewriter, calculator, copier, facsimile machine, adding machine and computer; learn to operate new equipment as technologies change.
14. Open and close office; retrieve messages from voice mail and turn on and off equipment.
15. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Basic water conservation methods and devices.  
Word processing, database and spreadsheet software.  
Customer service techniques.  
Principles and practices of public relations.  
Modern office procedures, methods and computer equipment.  
Principles of mathematics.  
Basic accounting principles and practices.  
Record keeping methods and techniques.  
Techniques used in dealing with delinquent accounts.

**Ability to:**

Respond to requests and inquiries from the general public.  
Read and explain District ordinances and rules.  
Read and interpret water conservation ordinances and rules.  
Maintain tactfulness and courtesy in high stress situations.  
Communicate clearly and concisely, both orally and in writing  
Perform responsible clerical and office support work.  
Organize and schedule work flow efficiently and effectively  
Perform advanced microcomputer terminal operations and use advanced word processing, graphics, and spreadsheet applications.  
Type at a speed necessary for successful job performance.  
Adapt to changing technologies and learn functionality of new equipment and systems.  
Maintain records and prepare computer generated reports.  
Perform basic research, analyze and evaluate data.  
Perform arithmetic calculations quickly and accurately.  
Learn techniques used in dealing with delinquent accounts.  
Establish and maintain effective working relationships with those contacted in the course of work.  
Work independently in the absence of supervision, exercising good judgment and discretion.

**Experience and Training Guidelines** — *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Two years of increasingly responsible general office work experience involving heavy public contact.

**Training:**

Equivalent to completion of twelfth grade supplemented by college level course work in public administration, business administration, public relations or a related field.

**WORKING CONDITIONS**

*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.*

**Environmental Conditions:**

Office environment; exposure to computer screens; work closely with others and work alone.

**Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary for sitting, walking, standing, kneeling or bending for prolonged periods of time; light lifting and carrying; moving between various offices and work stations; use of fingers and both hands; repetitive motion; speaking and hearing to exchange information.

**Vision:**

See in the normal visual range with or without correction; vision sufficient to read small print, computer screens and other printed documents; specific vision abilities required by this job include close and distant vision and depth perception.

**Hearing:**

Hear in the normal audio range with or without correction.