



**CONSERVATION TECHNICIAN I
CONSERVATION TECHNICIAN II**

*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 conservation and permit requirements; to assist in research, analysis, and reporting on water demand management and conservation programs; to review legal notices and documents, produce enforcement letters, 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

Conservation Technician I - This is the entry level class in the Conservation Technician series. The Conservation Technician I is distinguished from the Conservation Technician II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically an entry level class, employees may have only limited or no directly related work experience. Incumbents in this class are expected to learn the full scope of duties and responsibilities and demonstrate proficiency over time.

Incumbents of this class do not perform inspection, work on landscape audits, or check construction plans or process permits.

Conservation Technician II – This is the full journey level class in the Conservation Technician series. Employees within this class are distinguished from the Conservation Technician I by the performance of the full range of duties as assigned, including reading and interpreting grant deed articles of incorporation, responsibility for coordinating with District counsel in the process surrounding the creation, cataloging and updating of deed restrictions, and responsibility for answering complex questions without the assistance of a Conservation Representative or the Water Demand Manager. They may prepare staff reports for Board presentation or participate in outreach and education programs regarding conservation issues. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise. Positions in this class are flexibly staffed and are filled by advancement from the Conservation Technician I level.

Incumbents of this class do not perform inspection, work on landscape audits, or check construction plans or process permits.

SUPERVISION RECEIVED AND EXERCISED

Conservation Technician I

Receives immediate supervision from the Water Demand Manager

Conservation Technician II

Receives general supervision from the Water Demand Manager

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS FOR CONSERVATION TECHNICIAN I AND II

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 ordinances and how they apply to specific projects.
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. Process rebate applications, determining approval or denial, preparing and responding to denial letters, researching new water use technology related to water fixtures and updating conservation and permit database.
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. Notarize documents related to the water permitting process.
14. 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.

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Conservation Technician I/II (Continued)

15. Open and close office; retrieve messages from voice mail and turn on and off equipment.

16. Perform related duties and responsibilities as required.

Conservation Technician II

In addition to the duties above, the Conservation Technician is also responsible for the following:

- 1) Responsible for coordinating with District counsel in the process surrounding the creation, cataloging and updating of deed restrictions. Develops templates for the District's various deed restrictions.
- 2) Interpret non-routine application rules to specific projects and calculate connection charges and water allocation required for project using established rules and precedents.
- 3) Respond to complicated questions from city planners and other representatives from the jurisdiction regarding the interpretation of District permit rules and how they apply to specific projects.
- 4) Monitor compliance with conservation and permit requirements and prepare notices of non-compliance to be reviewed by legal counsel and recorded on the property title.
- 5) Compiles quarterly data from California American Water Company sales reports and Carmel Area Wastewater District water-year usage reports and produces related staff reports which are published as part of the Board Packet.
- 6) Develops the Division's clerical process procedures.

QUALIFICATIONS for Conservation Technician I and II

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.
English usage, spelling, grammar and punctuation.
Techniques used in dealing with delinquent accounts.

Ability to:

Perform as an integral part of a team.
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.
Operate a computer and modern office equipment.
Type at a speed necessary for successful job performance.
Adapt to changing technologies and learn functionality of new equipment and systems.

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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.
Ability to be appointed notary public in California

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 in a customer service focused environment.

AND

Training:

Equivalent to completion of twelfth grade supplemented by college level course work in public administration, business administration, public relations or a related field. Ability to become a notary public within six months of hire.

QUALIFICATIONS for Conservation Technician II

In addition to the qualifications for Conservation Technician I:

Knowledge of:

Advanced water conservation methods, devices, and ordinances.
Methods for reading and interpreting grant deeds articles of incorporation.

Ability to:

Interpret complex rules and specific applications.
Read and interpret grant deed articles of incorporation.

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 experience as a Conservation Technician I.

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 Conservation Technician I and II

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.

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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.