



**CONSERVATION REPRESENTATIVE I
CONSERVATION REPRESENTATIVE 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 provide information and educate the public on the need for water conservation and water demand management; to assist other agencies and the general public in understanding conservation and permit requirements and ensure that District conservation rules are carried out; to review permit applications and process basic permits; to perform inspections on properties to ensure compliance with water conservation standards, rules and regulations and with water permit specifications; and to assist in research, analysis, and reporting on water demand management and conservation programs.

DISTINGUISHING CHARACTERISTICS

Conservation Representative I--This is the entry level class in the Conservation Representative series. This class is distinguished from the Conservation Representative II by the performance of the more routine tasks and duties assigned to positions within the series including data input of property transfers and inspection reports, update of Cal-Am accounts, generation of enforcement letters and preparation of notices of compliance. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Positions in this class are expected to learn the full scope of duties and responsibilities and demonstrate proficiency over time.

Conservation Representative II--This is the full journey level class within the Conservation Representative series. Employees within this class are distinguished from the Conservation Representative I by the performance of the full range of duties as assigned including interpreting and applying water conservation rules to specific projects. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Employees at this level may provide general direction and information to lower level staff in the division, attend Board meetings, and prepare and present staff notes related to assigned projects. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience.

SUPERVISION RECEIVED AND EXERCISED

Conservation Representative I

Receives immediate supervision from the Water Demand Manager and Conservation Analyst.

Conservation Representative II

Receives general supervision from the Water Demand Manager and Conservation Analyst.

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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. Inspect property for compliance with water conservation standards, rules and regulations, and with permit specifications; document water use on site and complete inspection report forms for entry into database.
2. Compile statistics on inspections performed and make estimate of water savings; use spreadsheet software to organize and present data; prepare monthly narrative conservation report for the Board.
3. Analyze water use, including but not limited to on site use, as it relates to permit applications and make recommendations to property owners as to actions to take to save water and conform to permit requirements.
4. Investigate water waste complaints and issue notices of violation, where appropriate; recommend legal action to be taken by District where compliance has not been achieved.
5. Review architectural blueprints and other information to analyze potential water use expansion and determine compliance with District rules and regulations.
6. Interpret application rules to specific projects and calculate connection charges and water allocation required for project.
7. Enter permit information into computer, collect payment, stamp plans and issue receipts; issue permits as necessary.
8. Send letters regarding permit violations and enforcement action to be taken by the District.
9. 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.
10. Advise architects, realtors and project planners on permit procedures; assist in interpretation of ordinance and how they apply to specific types of projects.
11. Respond to questions from city planners and other representatives from the jurisdiction regarding the interpretation of District permit rules and how they apply to specific projects.
12. Represent the District on weekends and evenings at community outreach events providing water conservation information. Event work includes the set up and take down tables, chairs and tents. Represent the District on various committees, as assigned; meet with businesses and other agencies regarding the need for water conservation; explain conservation rules and encourage an on-going conservation effort; conduct speaking engagements as needed.
13. Research water conservation programs and devices; collect and analyze water use data; contact manufacturers to learn specific information on conservation devices.

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14. Research other water conservation programs promoted by state and local agencies.
15. Perform related duties and responsibilities as required.

QUALIFICATIONS

Conservation Representative I

Knowledge of:

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

Ability to:

Conduct field inspections and identify non-compliance with District requirements.
Perform research, analyze and evaluate data.
Read and interpret water conservation ordinances and rules.
Maintain tactfulness and courtesy in high stress situations.
Perform mathematical calculations accurately and quickly.
Operate a computer and modern office equipment.
Utilize maps to locate properties.
Prepare clear and concise reports and correspondence.
Learn to interpret and explain District policies and procedures.
Learn and enforce pertinent Federal, State and local laws, codes and ordinances.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain cooperative working relationships with those contacted in the course of work.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

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:

One year of water conservation service experience is desirable.

Training:

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

License or Certificate

Possession of a valid California driver's license AND possession of, or ability to obtain a Level 1 Water Use Efficiency Practitioner Certification by American Water Works Association within one year from date of hire.

Conservation Representative II

In addition to the qualifications for Conservation Representative I:

Knowledge of:

Advanced water conservation methods, devices and ordinances.
Public speaking and motivational techniques.
Advanced water conservation research practices.
Pertinent Federal, State, and local laws, codes and regulations.

Ability to:

Make measurements and apply complex mathematical equations.
Interpret complex rules and specific applications.
Handle the more difficult public inquiries and situations.

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 water conservation experience.

Training:

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

License or Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license

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 and field environment; exposure to computer screens, work closely with others and work alone; exposure to dust, pets, atmospheric conditions and slippery and uneven conditions.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; light to moderate lifting and carrying; use of both hands, fingers, arms and legs.

Vision:

See in the normal visual range with or without correction; vision sufficient to conduct inspections; specific vision abilities required by this job include close and distant vision and depth perception.

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Hearing:

Hear in the normal audio range with or without correction.