



San Juan Water District
9935 Auburn Folsom Road
Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

Position Description

Water Efficiency Assistant (Helper)

Status: Non-Exempt, Non-Safety Sensitive
Supervisor: Customer Service Manager
Effective Date: October 1, 2018

Supervision Received and Exercised

Receives immediate supervision from the Customer Service Manager and receives technical and functional supervision from a Water Efficiency Technician. Does not provide supervision to others.

Primary Function

To assist with the District's comprehensive water efficiency programs and projects including assisting with residential and commercial water audits, processing rebates, scheduling appointments, distributing water saving devices and educational materials and providing basic water efficiency advice to consumers.

Essential Duties - *Duties may include, but are not limited to, the following:*

- Process customer rebates as needed.
- Perform water waste patrols.
- Assist with routine residential water audits explaining to customers how to detect leaks by reading meters, reviewing water use patterns, surveying type, number, and condition of water using fixtures and appliance, testing water pressure, flushing volumes and faucet flow rates, assessing landscape water use, and recommending general irrigation schedules.
- Distribute water saving devices and educational brochures and other materials.
- Assist in notification for water shut downs.
- Maintain District vehicles.
- Read meters as directed.
- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Performs related duties as assigned.

Minimum Qualifications

Knowledge of:

- Principles and practices of customer service.
- Safe work practices.

Ability to:

- Assist with residential and commercial water surveys and water audits.

- On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location.
- Intermittently, sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing water audits; perform simple and power grasping, pushing, pulling, and fine manipulation.
- Read and interpret street maps.
- Organize and analyze technical data and information related to water efficiency and distribution.
- Assist with the distribution of water saving devices.
- Proficiently use computers and applicable software.
- Follow oral and written instructions.
- Initiate and maintain effective safety practices.
- Communicate clearly and concisely, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

Demonstrated interest in water and/or resource efficiency.

License or Certificate:

Possession of, or the ability to obtain and maintain, a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

Physical Capabilities

The physical demands described here 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 functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				✓
Hearing				✓
Standing/Walking				✓
Climbing/Stooping/Kneeling				✓
Lifting/Pulling/Pushing				✓
Approximate Maximum Weight to Lift				25 Pounds
Fingering/Grasping/Feeling				✓
Describe Working Conditions	15 Percent Indoors, 85 Percent Outdoors			