



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

Position Description

Water Efficiency Lead Worker

Status: Non-Exempt, Non-Safety Sensitive
Supervisor: Customer Service Manager
Effective Date: October 18, 2021

Distinguishing Characteristics

Positions in this class perform the full range of technical and outreach duties related to promoting and implementing the District's comprehensive water efficiency and conservation programs and projects with minimal supervision and instruction. Positions in this class are normally filled by advancement from the Water Efficiency Technician II level or professional equivalent. This position is distinguished from the Water Efficiency Technician II position in that individuals have two or more years of experience, have obtained required certifications and job-related training courses, and have demonstrated on the job performance, proficiency and competency.

Supervision Received and Exercised

Receives general supervision from the Customer Services Manager. Directs and coordinates the work assigned to regular and seasonal water efficiency staff.

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

- Active participation in regional water efficiency planning efforts.
- Serves as a District ambassador with the public; coordinates and organizes public outreach events and represents the District at various regional meetings.
- Act as the District's representative on water efficiency issues for the community; coordinate community efficiency awareness programs; provide technical assistance to the public related to water efficiency questions, issues and product inquiries.
- Enforce District's water conservation stages in accordance with District Ordinance. Provide direction to staff and coordinate follow-up efforts with customers.
- Conduct workshops and make public presentations on water conservation and efficiency activities.
- Implement regulatory requirements as outlined by the State.
- Provide regular updates to Customer Service Manager on Department's water efficiency efforts, progress and customer response.
- Assists with developing annual department budget.
- Conduct water audits; gather, analyze and interpret water use data; oversee preparation of written reports for customers with audit results, annual watering schedules, and general recommendations to improve water efficiency; document the results of water audits and follow up with customers as needed.
- Prepare water budgets for customer properties. Ensure CIMIS data is updated for accurate reporting.

- Evaluate customer water use patterns and survey type, number, and condition of water-using fixtures and appliances.
- Assess landscape water use and recommend general irrigation schedules and improvements.
- Track and respond to reports of water waste and inefficiency issues; provide explanation to customers on detection of leaks; assist customers in investigation of reported water use problems; recommend general irrigation schedules and other methods to eliminate water waste; provide advice regarding installation of water-saving devices.
- Investigate high water use by individual customers and assist customers with taking water efficiency measures.
- Coordinate contract services related to water efficiency program implementation.
- Oversee water efficiency public information distribution program and library of material and products; assist public relations firm with articles, publications, news releases and videos on water efficiency.
- Oversee landscape irrigation review program; perform reviews as needed.
- Respond to customer inquiries or complaints and provides technical assistance regarding irrigation or water use problems.
- Investigate suspected main, service line, and intract leaks using leak detection equipment and experience. Inform customers of intract and service line leaks that are customer's responsibility. Report main line leaks to Field Services. Follow up as needed.
- Initiate work orders for leaks and broken meters to Field Services.
- Test customer water meters and related equipment for accuracy. Replace faulty registers and/or endpoints if found to be defective. Activate the end-point upon installation to enable the GPS feature.
- Direct consultant on the maintenance of WEL Garden landscaping. Contribute to upkeep of the District's Water Efficient Landscape (WEL) Garden as needed, which may include repairing/replacing irrigation systems, weeding, pruning, planting and tree trimming.
- Manage the District's rebate programs and keep statistical data for budgeting and reporting requirements.
- Manage the District's school education program separately, and in cooperation with participating wholesale agency customers.
- Promote good water management practices.
- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge and understanding of:

- English usage, grammar, spelling and punctuation.
- Modern office procedures, methods and computer equipment, including Microsoft Office programs.
- Principles and practices of customer service.
- Principles and practices of water efficiency including residential and non-residential water auditing.
- State of CA water efficiency regulations and/or Best Management Practices.
- Irrigation systems, and principles and practices of water efficient gardening.

- Interior residential plumbing devices and practices relevant to water conservation and efficiency, including water measurement and flows.
- Techniques and equipment used in landscape design and irrigation systems and the relationships between soil, plants, and water.

Ability to:

- Speak effectively to various audiences.
- Deal tactfully and courteously with the public.
- Effectively represent the District's water efficiency program at functions with the general public and other organizations.
- Write routine reports and correspondence, articles, and informational material.
- Work a flexible work schedule including an occasional weekend and evening.
- Perform basic mathematical functions as well as compute rate, ratio and percent, and draw and interpret bar graphs.
- Analyze problems; identify and locate causes of water inefficiency.
- Read and adjust pressure gauges in accordance with District policy.
- Understand how to operate a fire hydrant.
- Work outdoors in all weather conditions with exposure to dust, dirt, water and significant temperature variations.
- Read and interpret street maps and remember property locations.
- Understand the district's distribution map book and/or GIS system and interpret symbols.
- Independently conduct residential and non-residential water surveys and water audits.
- Organize and analyze technical data and information related to water conservation, efficiency, and distribution.
- Perform minor repairs to irrigation systems.
- Understand principles of landscape design, installation and maintenance of irrigation products.
- Proficiently use common office computer software programs, particularly Microsoft Word, Excel and Outlook.
- Initiate, observe and maintain effective safety practices and train/require/encourage water efficiency staff to follow the District guidelines.
- Enforce District's water conservation stages in accordance with District Ordinance and coordination with the Customer Service Manager, efficiency staff and other District staff.
- Establish and maintain effective working relations with efficiency staff and those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Education, Experience, Licenses and Certifications:

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:

Required:

- High school diploma or equivalent, supplemented by public speaking, communication, water or resource efficiency, technical writing, horticulture, irrigation, landscape design or related courses.

- One (1) year to three (3) years progressively responsible experience in landscape irrigation or plumbing, plus two (2) years of other education or training in residential plumbing practices, irrigation systems, or water efficiency practices equivalent to the Water Conservation Technician II level; successfully completing job related training courses; and demonstrating on the job performance, proficiency and competency. An Associate Degree from an accredited college with major coursework in resource efficiency, biology, botany, hydrology, horticulture, business, communications, landscape irrigation or related field may be substituted for experience.
- Valid California Class C Driver’s License issued by the California Department of Motor Vehicles.
- Certified Landscape Irrigation Auditor (CLIA) certificate issued by the Irrigation Association.

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:

- AWWA Water Efficiency Practitioner Certification Grade 1 is desired.
- State of California Water Distribution Operator Certification Grade 1 is desired.

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				√
Sitting			√	
Approximate Maximum Weight to Lift	50 Pounds			25 Pounds
Fingering/Grasping/Feeling				√
Describe Working Conditions	70 Percent Outdoors in all weather conditions, 30 Percent Indoors			