

## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Conservation Program Manager
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### **GENERAL PURPOSE**

Under general direction, plans, organizes, supervises and participates in the implementation of conservation programs; develops and implements programs to inform, educate and assist with efficient water use and conservation; represents the District with customers and at community events and meetings regarding conservation issues; develops and implements methods to measure improvement in water use efficiency and customer satisfaction; and performs related duties, as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a management classification responsible for planning, organizing, reviewing, and evaluating the District's conservation programs. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which include planning, organizing, supervising, reviewing, and evaluating the work of assigned staff, developing and implementing District conservation policy, and monitoring achievement of conservation programs. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Principal Water Resources Specialist. Exercises direct supervision over technical and administrative staff.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

- Plans, organizes, supervises, trains and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize

performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies, and labor contract provisions; identifies best-of-class work practices among assigned staff and ensures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's strategic and operational plans.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Manages the District's conservation programs by providing oversight and administration of the budget, goals and strategic plans to include: planning of program structure, scope, design and implementation including managing contracts and service level agreements with vendors to ensure ongoing improvement of the water conservation efforts.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of services, projects, and activities; identifies opportunities for improvement and makes recommendations to the Principal Water Resources Specialist.
- Manages the strategic direction, development, implementation, adaptation, and deployment of the District's conservation programs including developing and maintaining effective business relationships with existing and potential consultants, contractors, and vendors to ensure new or improved programs are scalable and integrate seamlessly into the District's strategic plans.
- Stays abreast of and analyzes new and pending legislation and regulatory requirements and how they may affect District operations and procedures; recommends policies and procedures that are consistent with regulatory requirements as well as the District's strategic goals; reports on the impact on performance goals and budget; implements and administers changes in policies and procedures as needed.
- Assumes the more difficult customer relations situations requiring a high degree of sensitivity and use of sound independent judgment; oversees and performs the more difficult work associated with tiered rate appeals and allocation.

- Serves as a liaison with other agencies; receives inquiries and provides information to the public regarding a wide variety of topics and successfully communicates with a variety of news media.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other written materials.
- Conducts special studies, develops reports of findings, and recommends organizational, procedural or other changes, assists in evaluating potential District-supported conservation demonstration projects.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

### **REQUIRED QUALIFICATIONS**

#### Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of program budget preparation and administration.
- Principles and practices of water conservation such as landscape design, drought tolerant plants, California native plants, and subsurface and overhead irrigation systems.
- Principles and practices of industrial, commercial, institutional, and residential water use, practices, and methods to improve water use efficiency.
- Methods and techniques of contract and vendor management.
- District personnel rules, policies and labor contract provisions.
- Federal, state, and local water conservation related laws and rules.
- Practices, methods, techniques, measurements, tools, and equipment used to design, install, test, troubleshoot, maintain, and repair irrigation systems.
- Basic and advanced mathematics and statistical techniques.
- Record keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, organizational and personal learning, and the Strategic Planning Cycle and the various responsibilities within that cycle.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control) and structured problem solving.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the water conservation program.
- Prepare, administer and monitor a division/department budget.
- Understand, interpret, explain, and apply complex District and local laws, regulations, and programs applicable to water conservation.
- Maintain sensitive and confidential information.
- Administer agreements and contracts.
- Interpret irrigation/landscape blueprints.
- Calculate water budgets using CIMIS and ETO data.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Based Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results; develop and deploy strategic plan elements and key performance measures consistent with District goals.
- Utilize the seven continuous improvement categories and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department.
- Develop and monitor performance standards for all divisions within the department and maintain continuous improvement in all areas of operations; make sound decisions based on departmental performance indicators.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Four (4) years of progressively responsible customer service or conservation experience preferably including one (1) year of supervisory experience, or two (2) years as a Conservation Specialist II or higher with the District.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration or a related field.

Licenses/Certifications:

- A valid California Class C driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.
- Certification as a Landscape Irrigation Auditor is desirable.

### **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field work, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various District sites; vision to inspect site conditions. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District  
Job Title: Conservation Program Manager  
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>October 2, 2019</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed and fully understand the job description for Conservation Program Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_