



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.

Job title	Conservation Program Specialist I/II
------------------	--------------------------------------

GENERAL PURPOSE

Under general supervision (Conservation Program Specialist I) or direction (Conservation Program Specialist II), assists in the management for all internal and external residential, large landscape, and commercial conservation programs; monitors water budgets; performs field investigations and surveys; develops, implements and monitors programs to inform and educate customers about efficient water use and conservation; conducts water leak investigations; issues citations to enforce mandatory water conservation ordinances during times of water shortage; represents the District on conservation issues; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

Conservation Program Specialist I: This is the entry-level classification in the Conservation Program Specialist series. Initially under close supervision, incumbents learn and perform routine office and field water conservation duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Conservation Program Specialist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Conservation Program Specialist II: This is the fully qualified journey-level classification in the Conservation Program Specialist series. Positions at this level are distinguished from the Conservation Program Specialist I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions 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.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision (Conservation Program Specialist I) or direction (Conservation Program Specialist II) from the Conservation Program Manager. Exercises no direct supervision over 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.

Positions at the Conservation Program Specialist I level may perform some of these duties and responsibilities in a learning capacity.

- Designs, develops, and implements conservation programs for all customer categories; participates in developing, auditing, and enforcing conservation programs and ordinances consistent with best practices; coordinates District conservation programs with consultants, and other agencies.
- Performs administrative support tasks which include, but are not limited to, invoicing, billing customer accounts, setting payment arrangements, creating databases and forms, conducting marketing and outreach, and report development.
- Provides technical assistance on water conservation and efficiency; conducts water surveys, field investigations and evaluations of residential, commercial, industrial, and institutional customers; identifies the source of water leaks and assesses the efficiency of water use, particularly for landscape irrigation; provides recommendations to property owners on water usage and conservation techniques; may conduct inspections of landscape irrigation installations for plan conformance; assesses penalty fees to all non-compliant landscape accounts.
- Applies irrigation and landscape design concepts in developing proposals for improved water usage; leaves or installs water saving devices; inspects and monitors various residential and commercial sites for compliance with the District's water conservation regulations; performs a variety of customer service functions related to water efficiency, rebates and conservation programs including evapotranspiration zone, targeted water use and retrofitting.
- Develops and delivers conservation program outreach and education programs to promote water use efficiency; participates on community task force/committees; oversees the design, production, and distribution of a variety of promotional, marketing, outreach, and informational materials, communications, and presentations to educate businesses, special interest groups and constituencies, the

general public, and member communities in District programs, services, resources, events, and activities.

- Maintains awareness of new developments in the field of water conservation and recommends incorporating new developments, as appropriate, into programs.
- Identifies conservation program tasks needed to assist in grant program application development and related activities.
- Calculates water budgets for commercial irrigation customers; evaluates irrigation blueprints to resolve water usage and design problem; may assist in developing budget items related to conservation programs.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Positions at the Conservation Program Specialist I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Principles and practices of water conservation such as landscape design, drought tolerant plants, California native plants, and subsurface and overhead irrigation systems.
- Conservation program best practices.
- Principles and practices of industrial, commercial, institutional, and residential water use, practices, and methods to improve water use efficiency.
- Basic principles and practices of public outreach techniques.
- Principles and practices of data collection and report preparation.
- Basic and advanced mathematics and statistical techniques.
- Record keeping principles and procedures.
- District's conservation-related ordinances and plumbing codes.
- Practices, methods, techniques, measurements, tools, and equipment used to design, install, test, troubleshoot, maintain, and repair irrigation systems.
- 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.

Ability to:

- Provide administrative and technical support to the District's conservation programs.
- Conduct a diverse range of field surveys, investigations and enforcement as directed.
- Advise customers on water conservation efficiency methods.
- Interpret irrigation/landscape blueprints.
- Conduct research to calculate water budgets.
- Independently handle customer complaints and inquiries.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural 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.

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:

- Conservation Program Specialist I: Two (2) years of experience providing administrative and technical support to a water conservation program.
- Conservation Program Specialist II: Three (3) years of progressively responsible experience providing administrative and technical support to a water conservation program, or one (1) year of experience as a Conservation Program Specialist I with the District.

Education:

- Conservation Program Specialist I/II: Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- Conservation Program Specialist I/II: Valid California Class C driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

- Conservation Program Specialist II: Qualified Water Efficiency Landscape Instructor certification is desirable. Landscape Irrigation Auditor certification 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 50 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.

FLEX REQUIREMENTS

Positions in the Conservation Program Specialist I/II class series are flexibly staffed; positions at the Conservation Program Specialist II level are normally filled by advancement from the Conservation Program Specialist I level; progression to the Conservation Program Specialist II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Conservation Program Specialist II level.

Eastern Municipal Water District
Job Title: Conservation Program Specialist I/II
Last Update: March 2020

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

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Conservation Program Specialist I/II. 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: _____