



## 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>	Recycled Water Program Coordinator
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### **GENERAL PURPOSE**

Under direction, coordinates the operations and activities of Recycled Water Program to ensure compliance with District and mandated regulations governing the use of recycled water; ensures that departments and customers are consistently and accurately informed on system usage and capacity; performs program administrative and billing duties; and performs related duties, as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This classification performs the full range of assigned coordinative duties assigned for the District's Recycled Water Program by regularly working on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure the program's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Water Operations 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.*

- Coordinates the operations and activities of Recycled Water Program to ensure compliance with District and mandated regulations governing the use of recycled water; ensures that departments and customers are consistently and accurately informed on system usage and capacity; monitors recycled water production, use, and storage, and works with other departments to resolve customer use and water availability.

- Monitors a variety of agricultural, commercial, and municipal use areas to ensure compliance with District and regulatory requirements regarding quantity and use of recycled water and distribution; provides daily systems data to internal departments for their information and action; notifies customers of usage guidelines so they may make the necessary adjustments; schedules and coordinates activities with customers and other District personnel.
- Working with other departments, establishes annual and seasonal allocations of recycled water by service area and individual customer; analyzes and monitors water supply availability and makes recommendations regarding allocations and future market planning.
- Receives requests from developers, contractors, and property owners regarding the District's Recycled Water Program; assists in determining the availability of recycled water; provides estimated fees and charges.
- Tracks, evaluates, and generates systems reports on recycled water program usage and operations for District management and Board; system report information includes, but is not limited to, program revenue and expenditures, new customers, impacts of conservation methods on system capacity, and measures to balance system demand and capacity.
- Receives and processes applications for service; determines appropriate service for users; maintains current waiting lists.
- Processes billing information for services; calculates billing adjustments for special rates and water use incentive programs.
- Investigates complaints regarding the use of recycled water; coordinates onsite inspections; enforces compliance with relevant ordinances and regulations.
- Assists in promoting the expanded use of recycled water services; promotes the sale of recycled water to District customers; assists in developing incentives to customers to use recycled water for appropriate, permissible purposes.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

## **REQUIRED QUALIFICATIONS**

### Knowledge of:

- Principles and practices of recycled water program administration.
- Operational characteristics of recycled water systems as it affects capacity and resource availability.
- Best management practices for reclaimed water system administration.

- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- District rate structures and billing practices for recycled water services.
- Methods and techniques of determining, tracking, and reporting on recycled water allocation needs.
- Methods and techniques of conducting research.
- Mathematic principles.
- District policies, procedures, and practices applicable to the installation and approval of a variety of services, with particular emphasis on recycled water.
- Principles and practices of record keeping.
- 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:

- Coordinate reclaimed water services among internal departments, external agencies, and customers.
- Generate, review, and analyze system reports on program operations.
- Identify needed actions to inform customer base on water allocations on a continuous basis.
- Prepare clear and concise records, reports, correspondence, and other written materials.
- 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:*

- Three (3) years of progressively responsible experience coordinating services within a water utility program, preferably for recycled water. One (1) year of experience in water distribution is desirable.

Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade. Bachelor's degree from an accredited college or university is desirable.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

**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.*

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 to operate a motor vehicle and visit various District sites; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**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 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: Recycled Water Program Coordinator  
Last Update: March 2020

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>March 29, 2020</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Non-Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed and fully understand the job description for Recycled Water Program Coordinator. 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:* \_\_\_\_\_