

TO: BOARD OF DIRECTORS  
FROM: BRUCE BUEL *B3B*  
DATE: APRIL 20, 2007 *LSB*

**AGENDA ITEM  
E-4  
APRIL 25, 2007**

INTRODUCE REVISIONS TO PERSONNEL POLICY, SET HEARING FOR ADOPTION, REVISE RECRUITMENT AUTHORIZATION APPROVED AT APRIL 11, 2007 BOARD MEETING AND AUTHORIZE ADDITIONAL RECRUITMENTS

### ITEM

Introduce revisions to Personnel Policy, set hearing for adoption, revise recruitment approved at April 11, 2007 board meeting, and authorize additional recruitments.

### BACKGROUND

#### Personnel Policies and Procedures Manual

Pursuant to the direction given to staff by the Board of Directors at the April 11, 2007, Board meeting, Staff prepared the modifications to the Personnel Policies and Procedures Manual. In addition, the Finance Audit and Personnel Committee met on April 18, 2007, and reviewed the proposed revisions to the Personnel Policies and Procedures Manual and have provided additional recommendations to the Board of Directors.

Attached for your review are the red-lined modifications to the document. Below is a summary of the proposed modifications:

1. Minor corrections to Policy 3030 (5)(B).
2. District Legal Counsel, Jon Seitz, has recommended that Section 5020-Disciplinary and Appeals Procedures be modified. The most significant change to this policy is the appointment of a hearing officer to conduct the proceedings rather than the Board of Directors.
3. Koff & Associates recently completed the Classification Study and Organizational Review of the Utility Department of NCSO. As a result of the Koff & Associates study, a reorganization of the Utility Department is recommended. Koff & Associates proposes the creation of a Utility Superintendent position as well as splitting the existing Utility Field Foreman position into two positions called Utility Field Supervisor and Inspector/Preventative Maintenance Supervisor. Koff & Associates also created new job descriptions for each position that are more in-line with the field crews current duties and responsibilities. The new job descriptions are located in Chapter Seven and are numbered 7100, 7110, 7120, 7130, 7140 and 7150.

### RECOMMENDATIONS

The Finance, Audit and Personnel Committee and Staff propose the following recommendations:

1. Board of Directors introduce and tentatively approve the red-lined modifications, with recommendation #2 below be incorporated, of the Personnel Policies and Procedures Manual and direct Staff to circulate the red-lined modifications to all District employees. The District employees will be given until 4:00 p.m. on May 9, 2007, to submit their written comments to the General Manager. Set the hearing for adoption on May 23, 2007.

**RECOMMENDATIONS (CONTINUED)**

2. The Board of Directors approve maintaining the existing 1020-Table of Organization and job descriptions for 7040-Utility Supervisor and 7050-Utility Field Foreman until the Utility Superintendent reports to duty. At such time, the new Table of Organization will become effective and job description 7040 and 7050 will be removed from the Personnel Policies and Procedures Manual. In addition, the Board of Directors maintains the Koff & Associates recommendations and the existing Monthly Salary Range approved by Resolution 2006-1000 for all District employees.
3. Authorize recruitment for the Utility Superintendent at Salary Range #47 and not Salary Range #52, per Koff & Associates recommendations. By following Koff & Associates recommendations, fairness and equity amongst all District employees is maintained. Should the Board of Directors not approve this recommendation, Staff would respectfully request the Board of Directors revisit the basis for setting salaries for all employees.
4. Authorize recruitment of the Inspector/Preventative Maintenance Supervisor at Salary Range #42 and not Salary Range of #46 and set the Utility Field Supervisor at Salary Range #42 and not Salary Range #46. Salary Ranges are based on Koff & Associates recommendations. By following Koff & Associates recommendations, fairness and equity amongst all District employees is maintained. Should the Board of Directors not approve this recommendation, Staff would respectfully request the Board of Directors revisit the basis for setting salaries for all employees.
5. Authorize the recruitment of the part-time Secretary/Clerk to report to work three months after the Utility Superintendent reports to work.
6. Postpone the recruitment of a one additional Utility Worker and one Maintenance/Customer Service Worker until July 1, 2008.

**ATTACHMENTS**

- o Red-lined amendments to the Personnel Policies and Procedures Manual
- o Adopted Monthly Salary Range pursuant to Resolution 2006-1000
- o 1020 -Table of Organization (as adopted 7/17/02)
- o Red Lined 1020-Table of Organization (to be hand delivered to Board of Directors on Monday, April 23, 2007)

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~~ADOPTED 7/17/02 AMENDED 11/6/02~~

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4. Cost of Living Adjustments – Annually, the Board may consider a Cost of Living Adjustment (COLA). If the COLA is approved, the step plan will be adjusted accordingly, thus keeping the plan current. Therefore, an employee may receive both a Cost of Living Adjustment and an increase in compensation pursuant to Section 3030(2) in any given year until the employee reaches Step 5. Upon reaching Step 5, the only salary adjustments an employee will receive will be Board-approved Cost of Living Adjustments.
5. Promotion - Employees promoted to a position with a higher salary range shall be placed on the step of the range allocated to the new classification which would grant such employee an increase in pay, provided, however, the increase may exceed five percent at the discretion of the General Manager, and that such increase shall not exceed the top step of the range allocated to the new classification. Such action shall require the General Manager to establish a new anniversary date in accordance with the following criteria:
  - A. For employees who are promoted to a permanent position and placed at the first step of the salary range, the anniversary date shall be the date following the completion of 12 months of service at such step.
  - B. For employees who are promoted to a permanent position and placed at a step other than the first step, the anniversary date shall be the day following the completion of ~~one-year~~ 12 months of ~~such~~ service at such step.
6. Incentive Pay - For Utility Operators who successfully achieve Water or Wastewater Grade certificates over and above those required for the position while employed with the District will be entitled to receive a one time incentive pay of \$500.00 for each certificate obtained.

### 5020 - DISCIPLINARY AND APPEALS PROCEDURES

1. Purpose. The purpose of this procedure is to establish the types of actions for which an employee can be disciplined and the disciplinary measures that may be used.
2. Exclusive Remedy. The procedure set forth in this Procedure shall be exclusive, and the failure of an employee to utilize the provisions herein shall constitute a waiver of any claim to relief.
3. Application. ~~This~~ These Procedures apply only to Regular Employees. Regular Employees do not include Introductory Employees, the General Manager, the District Legal Counsel, any employee employed by contract, or any employee hired on a temporary, special, provisional, seasonal, ~~or~~ emergency basis, or any independent contractor. An employee not covered by ~~this~~ these Procedures may be disciplined without reference to these provisions.
4. Grounds for Discipline. Discipline may be taken against an employee for "good cause." Good cause exists where any fact or set of facts, based upon relevant circumstances, may be reasonably relied upon in the exercise of discretion as a basis for disciplinary action. The following are set forth as examples only and shall not be construed as an exclusive list:
  - A. Fraud in securing employment
  - B. Abuse of sick leave
  - C. Violation of any lawful or reasonable regulation or order made and given by an employee's supervisor; insubordination
  - D. Theft
  - E. Misuse of District credit cards and/or violation of purchasing policies
  - F. Negligence in the performance of duties
  - G. Incompetence
  - H. ~~Continued absenteeism or tardiness~~
  - I. Violation of Sick Leave Policy
  - J. ~~Unexcused absences~~
  - K. Use, possession, being under the influence of, sale/purchase or offer to sell/purchase illegal drugs and narcotics or alcohol during working hours or after working hours on District property
  - L. Falsification of records
  - M. Fighting or other abusive conduct toward employees or the public
  - N. Negligent or reckless operation of District vehicles and equipment
  - O. Deliberate destruction or damage to District property, public property or the property of another employee
  - P. Possessing unauthorized firearms on District property or during hours when the employee is employed by the District
  - Q. Private use of District equipment, vehicles, tools and materials without approval of the General Manager

**DISCIPLINE AND APPEALS PROCEDURE  
CHAPTER FIVE – EMPLOYEE RELATIONS**

**NUMBER: 5020  
EFFECTIVE: 7/17/02**

Q.R. Violation of safety rules or unsatisfactory driving record

R.S. Conviction for a felony or misdemeanor

S.T. Refusal to take and subscribe any oath or affirmation which is required by law in connection with his/her employment.

T.U. Violation of District rules, regulations or policies

5. Types of Discipline - Minor

A. Corrective Counseling: Corrective counseling may be conducted with an employee whose conduct or performance must be improved and which details the areas for improvement, the degree of improvement required, and notice that failure to improve will result in more serious disciplinary action. The supervisor shall document the verbal warning (corrective counseling) and place a dated copy in the employee's personnel file with a copy to the employee with said document being expunged from the file if, within a 12-month period, no other disciplinary action occurs.

B. Written Reprimand: A formal written notice to an employee which summarizes previous related disciplinary action, if any, which details conduct subject to discipline and which advises that continued conduct at such levels may result in suspension, pay reduction, demotion or dismissal. The notice will advise the employee of the right to appeal, pursuant to Section 8, below. The employee must acknowledge receipt of the reprimand by signing the letter at the time of presentation; this signature signifies only receipt of the document, not necessarily agreement to the contents. The employee may, before the conclusion of the next regular working day, respond in writing to the contents of the letter of reprimand to be included in his/her file.

6. Types of Discipline - Major

A. Suspension: The temporary removal of an employee from the service of the District without pay. A suspension of this type does not include suspension pending an investigation of alleged misconduct.

B. Pay Reduction: The reduction in pay of one or more pay steps where performance falls short of normal established standards or where performance is clearly inadequate in one or more of the critical job duties for the position.

C. Demotion: The removal of an employee from a position to one of lower grade or classification.

D. Dismissal: The removal of an employee from the service of the District.

7. Disciplinary Procedures for Major Discipline.

A. Notice of Intent to Discipline for Suspension, Pay Reduction, Demotion or Dismissal. Where the proposed discipline is major, as defined, a Notice of Intent to Discipline, signed by a Supervisor, supporting the discipline

shall be served on the employee. Service of the Notice of Intent to Discipline shall be made at least five (5) days before a hearing pursuant to Section 7(C) is held to discuss the charges. The Notice shall include:

- (a) The proposed discipline.
- (b) The effective date of the discipline.
- (c) The reasons for the discipline.
- (d) The names of witnesses to the incident(s) precipitating the discipline.
- (e) Attachment of, or reference to, any written documents pertinent to the discipline.

An employee may, where circumstance warrant, be placed on administrative leave pending the hearing held pursuant to Section 9(C).

B. ~~Service of Charges~~~~Notice~~. ~~Service of the~~ Notice of Intent to Discipline shall be served on the affected employee ~~made~~ by:

- (a) ~~Personally giving the employee a copy~~Personal service; or
- (b) If service under 7(B)(~~1~~) is not feasible, by first class certified mail, return receipt requested, to the last known mailing address of the employee.

Service is deemed complete when any one of the preceding steps is taken.

C. Informal Hearing Procedure (Skelly hearing). The employee shall be given an opportunity at an informal hearing to show why the proposed major discipline should not be imposed prior to its imposition.

- (a) The hearing will be conducted by a Reviewing Officer who shall be the General Manager or a responsible person designated by the General Manager. The hearing shall include the employee, the employee's representative, if the employee so wishes, and others as directed by the Reviewing Officer.
- (b) At the hearing the employee shall be given an opportunity, either orally, in writing, or both, to bring forward facts or circumstances which may cause the proposed discipline to be revised or ~~dropped~~cancelled.
- (c) The Reviewing Officer shall issue his/her decision within ten (10) working days of the hearing. The decision may uphold the disciplinary action, modify the discipline, reduce the level of discipline to a minor status, or ~~drop~~ cancel the proposed discipline.
- (d) The decision will contain a synopsis of the informal hearing, and shall be served on the employee as provided in Section 7 (B). The decision shall also inform the employee of his/her right of appeal as provided in Section 9, below.

8. Appeal from Minor Discipline. Corrective counseling are not subject to appeal, except as provided by applicable State law. A written reprimand may be

appealed to the General Manager. The appeal must be in writing and must be filed with the General Manager within five (5) working days after the reprimand is served on the employee. The General Manager will conduct an investigation of the facts as warranted. The General Manager shall issue a decision in writing and may affirm, ~~reject-cancel~~ or modify the written reprimand. The decision of the General Manager is final. If the employee is dissatisfied with the General Manager's decision and wishes to seek judicial review, the limitations period provided in Code of Civil Procedure Section 1094.6, ~~or any successor statute, shall apply.~~ The time shall run from the service of the General Manager's decision. The General Manager's written decision shall be served on the employee as provided in Section 7 (B), above, and shall include notice to the employee that the time within which judicial review must be initiated is governed by Code of Civil Procedure Section 1094.6 ~~(or any successor statute).~~

9. Appeal from Major Discipline. If an employee desired to appeal the decision issued pursuant to Section 7 (C), above, then the following procedures shall apply. ~~The hearing shall be in a closed session of the Board, unless the appellant requests an open session.~~
  - A. The appeal must be in writing and filed with the General Manager within ten (10) working days after service on the employee of the decision of the Reviewing Officer.
  - ~~B. An employee wishing to appeal the General Manager's decision may do so before the executive session of the Board of Directors.~~
    - ~~(a) A regular employee desiring a hearing must file a written request for hearing with the General Manager within five (5) working days of receipt of the General Manager's decision of the informal appeal. The General Manager, upon receipt of the request for hearing, shall schedule an executive session of the Board of Directors within the next sixty (60) days.~~
    - ~~(b) The employee shall present his/her opinion and present facts before the Board, and the Board shall hear the recommendation of the General Manager. The Board shall then render its decision.~~
- C. The hearing shall be conducted within ~~sixty~~ thirty (30) days of the ~~selection of the hearing officer, appellant's request for appeal,~~ unless the General Manager, the hearing officer and the appellant agree in writing that the date of the hearing be extended for a specified time.

- D. The hearing shall be conducted in the manner most conducive to determination of the truth, and the ~~Board-~~ hearing officer shall not be bound by technical rules of evidence. The proceedings shall be tape recorded or stenographically reported at the request of either party, and said requesting party shall pay for those costs. The decisions of the ~~Board-~~ hearing officer shall not be invalidated by any informality in the proceedings.
- E. The appellant shall personally attend all sessions of the hearing, unless specifically excused by the ~~Board-~~ hearing officer for proper cause. Unexcused failure of the appellant to appear at a hearing shall be deemed a withdrawal of the appeal.
- F. The ~~Board-~~ hearing officer shall determine the relevancy, weight, and credibility of testimony and evidence. The ~~Board-~~ hearing officer shall base ~~its-~~ his/her findings on the preponderance of the evidence.
- G. Each side shall be permitted an opening statement and closing argument. The District shall first present witnesses and evidence to sustain the discipline and the appellant will then present his/her witnesses and evidence in defense.
- H. Each side will be allowed to examine and cross-examine witnesses.
- I. ~~Both the District and the appellant may be represented by legal counsel. The District shall bear the cost of the hearing officer and each side shall bear its own cost of representation.~~
- J. The ~~Board-~~ hearing officer, upon a request by either party, may subpoena witnesses and/or require production of other records or material evidence.
- K. The ~~Board-~~ hearing officer may, prior to or during a hearing, grant a continuance for any reason ~~they-~~ he/she believes may be important to reaching a fair and proper decision.
- L. The ~~Board's Legal Counsel-~~ hearing officer shall prepare a written decision and serve it on the appellant pursuant to Section 7(B), above, and forward it to the ~~Board of Directors-~~ General Manager not later than thirty (30) calendar days after the matter of appeal was taken under submission, ~~by the~~. The written decision shall set forth the ~~District's~~ hearing officer's findings of fact and shall state reasons why the discipline is recommended to be sustained, ~~or-reduced,~~ or cancelled. If the ~~Board-~~ hearing officer recommends that the discipline be reduced or cancelled, the ~~General Manager-~~ hearing officer shall make recommendations concerning payment of back pay, if applicable, during pendency of the appeal.
- M. ~~The decisions of the Board shall be final and binding. Decisions of the hearing officer on matters properly before him/her shall be final and binding on the parties to the extent permitted by law and these policies.~~

N. No hearing officer shall have the power to amend or modify these Policies or a law, ordinance, resolution, regulation or rule which is the authority of the

District Board of Directors, or to establish any new terms or conditions of employment.

Q. If the appellant is dissatisfied with the Board's hearing officer's decision and wishes to seek judicial review, the limitations period provided in Code of Civil Procedure Section 1094.6, ~~or any successor statute~~ shall apply. The time shall run from the service of the decision of the hearing officer and the Notice shall reference the applicable time limit in which to seek judicial relief.

P. No employee shall be penalized in any way for availing him/herself of the disciplinary appeal process.

**7060 - UTILITY OPERATOR**

**1. DEFINITION**

~~Under general supervision, performs the full range of duties required to operate and maintain potable water production, treatment and related distribution equipment and facilities and wastewater collection and treatment equipment and facilities on an assigned shift to assure the health and safety of the public water supply and the proper disposal of wastewater; performs related work as assigned.~~

**2. CLASS CHARACTERISTICS**

~~Must be fully competent to operate and maintain a variety of equipment and facilities required to produce and distribute potable water and collect, treat and dispose of wastewater for District residential and commercial properties. Be available for stand-by and off-hours emergency work.~~

**3. EXAMPLES OF DUTIES (Illustrative Only)**

- ~~A. Inspects plant operational and remote pumping and storage equipment and facilities on a regularly scheduled basis; reads and records readings of pumps, chemical feed and other production, treatment, distribution and collection equipment~~
- ~~B. Reviews and analyzes automated information and control system data and revises equipment settings as appropriate; notifies supervisor of unusual situations and makes inspections or corrects system problems as instructed~~
- ~~C. Takes samples of potable water and performs standardized tests to assure compliance with laws and regulations; adjusts chemical feed and other equipment accordingly; takes samples and performs standardized tests on wastewater influent and effluent to determine treatment process effective and adjusts equipment accordingly; stores and delivers samples to certified laboratories, following established procedures~~
- ~~D. Inspects, troubleshoots and performs scheduled and unscheduled maintenance and repairs to pumps, valves, underground and above-ground piping systems, chemical feeders and related equipment as required~~
- ~~E. Lubricates and packs pumps and valves; replaces bearings and other parts; assists in removing and reinstalling pumps, valves and other equipment~~
- ~~F. Performs routine semi-skilled maintenance and repair on electrical and electronic equipment; notifies the supervisor of the need for contract repair~~
- ~~G. Operates small and medium-sized construction equipment in the course of the work; drives a variety of motor vehicles~~
- ~~H. Cleans bar screens, aerators and related wastewater treatment equipment; makes emergency repairs to water production and distribution and wastewater collection facilities and equipment as required; replaces and/or repairs meters and appurtenances, as required~~
- ~~I. Reads water meters to determine customer usage; investigates and resolves customer complaints regarding high billings and/or water quality; turns services on and off as required~~

- ~~J. Operates and maintains automatic meter reading devices~~
- ~~K. Performs maintenance painting of and minor modifications to equipment and facilities; maintains landscaped areas and green space around District facilities; controls animal, insect and vegetation pests as required; performs concrete, welding and other semi-skilled maintenance work as required~~
- ~~L. Uses a variety of and performs maintenance and minor repairs to a variety of hand and power tools and mobile equipment~~
- ~~M. Maintains accurate records of gauge and meter readings, chemical test results and work performed.~~
- ~~N. Is available for stand-by call; responds to emergencies in off hours as scheduled.~~
- ~~O. Maintains work areas in a clean and orderly condition~~
- ~~P. May direct the work of temporary or less experienced staff as required~~

#### **4.EMPLOYMENT STANDARDS**

##### Knowledge of:

- ~~A. The operation and maintenance of potable water production, treatment and distribution facilities and equipment~~
- ~~B. The operation and maintenance of wastewater collection and treatment facilities and equipment~~
- ~~C. The operation and maintenance of underground piping systems, including pipes, valves and related appurtenances~~
- ~~D. The operations, servicing and minor maintenance of a variety of vehicles and mobile equipment~~
- ~~E. Tools and equipment required for the work~~
- ~~F. Safety equipment and practices related to the work, including the handling and storage of hazardous chemicals~~
- ~~G. Applicable laws, codes and regulations~~
- ~~H. Standard laboratory tests related to the treatment of water and wastewater~~
- ~~I. Mechanical, electrical, electronic and hydraulic principles~~
- ~~J. Computer applications related to the work.~~

##### Skill in:

- ~~A. Operating, maintaining and repairing a variety of water production, treatment and distribution equipment and facilities~~
- ~~B. Operating, maintaining and repairing a variety of wastewater collection and treatment facilities and equipment~~
- ~~C. Using and maintaining the tools and equipment of the work skillfully and safely~~
- ~~D. Performing semi-skilled craftwork in the electrical, electronic, carpentry, mechanical and painting trades~~
- ~~E. Performing standardized tests of water and wastewater~~
- ~~F. Handling hazardous chemicals in a safe manner.~~
- ~~G. Maintaining accurate records related to work performed~~
- ~~H. Working independently within established procedural guidelines~~
- ~~I. Identifying customer problems and resolving them in an effective manner~~

~~J. Establishing and maintaining effective working relationships with those contacted in the course of the work~~

Physical Characteristics:

- ~~A. Vision to read gauges, meters, computer screens, instruction manuals and to operate a motor vehicle~~
- ~~B. Hearing to interact in person, on the telephone and over a radio~~
- ~~C. Strength to lift and move equipment and tools weighing up to 80 pounds with proper equipment~~
- ~~D. Stamina to do heavy physical work~~
- ~~E. Mobility to inspect various work sites, work in confined spaces and climb ladders~~

Working Conditions:

- ~~A. Must work out of doors in all weather conditions.~~
- ~~B. Must be available for regularly scheduled stand-by, off-hours shifts and emergency call-out.~~
- ~~C. Must be able to arrive at District facilities within 30 minutes from the time an initial call-back notification.~~

License and Certification:

- ~~A. Must possess a valid California Class C driver's license and have a satisfactory driving record. Specified assignments and/or equipment may require possession of a Class B driver's license.~~
- ~~B. Must possess a California Distribution 2 Operator certificate.~~
- ~~C. Must possess a California Grade 1 Wastewater Treatment Plant Operator certificate.~~
- ~~D. Must be bondable by District's fidelity bond insurer.~~

Education and Experience:

~~High school graduation or equivalent and three years of experience in the operation and maintenance of water and/or wastewater treatment facilities and equipment. Experience in the operation of water production and distribution systems and/or wastewater collection systems is highly desirable.~~

**7070 - UTILITY WORKER**

**DEFINITION**

~~Under direct supervision, performs the full range of duties required to operate and maintain potable water production, treatment and related distribution equipment and facilities and wastewater collection and treatment equipment and facilities on an assigned shift to assure the health and safety of the public water supply and the proper disposal of wastewater; performs general maintenance and repair of all District facilities; performs related work as assigned.~~

**CLASS CHARACTERISTICS**

~~Under supervision, be competent to operate and maintain a variety of equipment and facilities required to produce and distribute potable water and collect, treat and dispose of wastewater for District residential and commercial properties. Be available for stand-by and off-hours emergency work.~~

**1. EXAMPLES OF DUTIES (Illustrative Only)**

- ~~A. Inspects plant operational and remote pumping and storage equipment and facilities on a regularly scheduled basis; reads and records readings of pumps, chemical feed and other production, treatment, distribution and collection equipment~~
- ~~B. Lubricates and packs pumps and valves; replaces bearings and other parts; assists in removing and reinstalling pumps, valves and other equipment~~
- ~~C. Operates small and medium-sized construction equipment in the course of the work; drives a variety of motor vehicles~~
- ~~D. Cleans bar screens, aerators and related wastewater treatment equipment; makes emergency repairs to water production and distribution and wastewater collection facilities and equipment as required; replaces and/or repairs meters and appurtenances as required~~
- ~~E. Reads water meters to determine customer usage; investigates and resolves customer complaints regarding high billings and/or water quality; turns services on and off as required~~
- ~~F. Performs maintenance painting of and minor modifications to equipment and facilities; maintains landscaped areas and green space around District facilities; controls animal, insect and vegetation pests as required; performs concrete, welding and other semi-skilled maintenance work as required~~
- ~~G. Uses a variety of and performs maintenance and minor repairs to a variety of hand and power tools and mobile equipment~~
- ~~H. Maintains accurate records of gauge and meter readings, chemical test results and work performed~~

~~I. Is available for stand-by call; responds to emergencies in off-hours as scheduled~~

~~J. Maintains work areas in a clean and orderly condition~~

~~K. Operate and maintain automatic meter reading devices~~

**EMPLOYMENT STANDARDS**

Knowledge of:

~~A. The operation and maintenance of potable water production, treatment and distribution facilities and equipment~~

~~B. The operation and maintenance of wastewater collection and treatment facilities and equipment~~

~~C. The operation and maintenance of underground piping systems, including pipes, valves and related appurtenances~~

~~D. The operations, servicing and minor maintenance of a variety of vehicles and mobile equipment~~

~~E. Tools and equipment required for the work~~

~~F. Safety equipment and practices related to the work, including the handling and storage of hazardous chemicals~~

~~G. Applicable laws, codes and regulations~~

~~H. Mechanical, electrical, electronic and hydraulic principles~~

~~I. Computer applications related to the work~~

Skill in:

~~A. Operating, maintaining and repairing a variety of water production, treatment and distribution equipment and facilities~~

~~B. Operating, maintaining and repairing a variety of wastewater collection and treatment facilities and equipment~~

~~C. Using and maintaining the tools and equipment of the work skillfully and safely~~

~~D. Performing semi-skilled craftwork in the electrical, electronic, carpentry, mechanical and painting trades~~

~~E. Handling hazardous chemicals in a safe manner~~

~~F. Maintaining accurate records related to work performed~~

~~G. Working independently within established procedural guidelines~~

~~H. Identifying customer problems and resolving them in an effective manner~~

~~I. Establishing and maintaining effective working relationships with those contacted in the course of the work~~

~~Physical Characteristics:~~

~~A. Vision to read gauges, meters, computer screens, instruction manuals and to operate a motor vehicle~~

~~B. Hearing to interact in person, on the telephone and over a radio~~

~~C. Strength to lift and move equipment and tools weighing up to 80 pounds with proper equipment~~

~~D. Stamina to do heavy physical work~~

~~E. Mobility to inspect various work sites and climb ladders~~

~~Working Conditions:~~

~~A. Must work out of doors in all weather conditions~~

~~B. Must be available for regularly scheduled stand-by, off hours shifts and emergency call-out~~

~~C. Must be able to arrive at District facilities within 30 minutes from the time an initial call-back notification~~

~~License and Certification:~~

~~A. Must possess a valid California Class C driver's license and have a satisfactory driving record. Specified assignments and/or equipment may require possession of a Class B driver's license~~

~~B. Must obtain a Water Distribution 1 Operator certificate and Operator in Training (OIT) in wastewater within 12 months of hire. Failure to obtain both certificates within the twelve months will be grounds for termination.~~

~~C. Must be bondable by District's fidelity bond insurer.~~

~~Education and Experience:~~

~~High school graduate or equivalent. Experience in the operation of water production and distribution systems and/or wastewater collection systems is desirable.~~

**7080 - MAINTENANCE WORKER**

**1. DEFINITION**

Under general supervision, performs general labor work in the maintenance and repair of District facilities, performs duties related to the meter reading, meter setting and meter replacement program, completes work orders, and other related work as required.

**2. CLASS CHARACTERISTICS**

Under general supervision, be competent to operate and maintain a variety of equipment, be customer service oriented, be informed of District policies and procedures. Work independently and be a self-starter.

**3. EXAMPLES OF DUTIES (Illustrative Only)**

A. Paint, lube, exercise and maintain fire hydrants and valves and assist in flushing program

B. Operate small and medium-sized construction equipment in the course of the work; drive a variety of motor vehicles

C. Read water meters to determine customer usage; investigate and resolve customer complaints regarding high billings and/or water quality; turn services on and off as required, deliver customer notices, etc.

D. Set water meters, change out meters; inspect meter boxes.

E. Perform maintenance painting of and minor modifications to equipment and facilities; maintain landscaped areas and green space around District facilities; control animal, insect and vegetation pests, as required;

F. Complete work orders, pick up and deliver mail and make bank deposit, deliver office-generated materials, as required

G. Assist District personnel in the on-going repair and maintenance of all District facilities

H. Maintain all District facilities in a clean and orderly condition.

I. Maintain maintenance records and input data into computer programs.

J. May learn semi-skilled maintenance, repair and construction work in an assigned work area.

~~4. EMPLOYMENT STANDARDS~~

~~Knowledge of:~~

- ~~A. The operations, servicing and minor maintenance of a variety of vehicles and mobile equipment~~
- ~~B. Tools and equipment required for the work~~
- ~~C. Safety equipment and practices related to work~~
- ~~D. Applicable laws, codes and regulations~~
- ~~E. Computer applications related to the work~~

~~Skill in:~~

- ~~A. Using and maintaining the tools and equipment of the work skillfully and safely~~
- ~~B. Maintaining accurate records related to work performed~~
- ~~C. Working independently within established procedural guidelines~~
- ~~D. Identifying customer problems and resolving them in an effective manner~~
- ~~E. Establishing and maintaining effective working relationships with those contacted in the course of the work~~

~~Physical Characteristics:~~

- ~~A. Vision to read gauges, meters, computer screens, instruction manuals and to operate a motor vehicle~~
- ~~B. Hearing to interact in person, on the telephone and over a radio~~
- ~~C. Strength to lift and move equipment and tools weighing up to 80 pounds with proper equipment~~
- ~~D. Stamina to do heavy physical work~~
- ~~E. Mobility to inspect various work sites and climb ladders~~

~~Working Conditions:~~

- ~~1. Work out of doors in all weather conditions~~

~~License and Certification:~~

- ~~A. Possess a valid California Class C driver's license and have a satisfactory driving record.~~
- ~~B. Bondable by District's fidelity bond insurer.~~

~~Education and Experience:~~

- ~~F. High school graduate or equivalent.~~

**7100 - UTILITY SUPERINTENDENT**

**FLSA: EXEMPT**

**UTILITY SUPERINTENDENT**

**DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex operations and maintenance functions and activities related to all programs and activities of the Utility Department; administers current and long-range planning activities; plans, manages, and coordinates the installation, operations, maintenance, and repair of water and wastewater facilities including treatment plants and underground collection and distribution lines; ensures the reliable operation of all equipment, whether stationary or mobile; ensures that District operations functions meet all applicable laws, regulations, and District policies; provides expert professional assistance to District management staff in areas of expertise; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; prepares numerous written reports; and performs related work as required.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the General Manager. Exercises direct and general supervision over operations and maintenance staff through subordinate levels of supervision.

**CLASS CHARACTERISTICS**

This is a single-position mid-management classification that manages, oversees, and directs all activities of the Utility Department, including day-to-day operations, maintenance, and repair, short and long-range capital improvement planning and budgeting. Responsibilities include coordinating the activities of the department with those of other departments and appointed officials and managing and accomplishing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from the General Manager in that the latter has overall responsibility for the management of all District functions and activities, and for developing, implementing, and interpreting public policy.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)**

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the Utility Department, including current and long-range planning.

- Prepares and administers the department's budgets, including materials and supplies, contract services, specified capital improvement projects, and vehicle and equipment expenses.
- Plans, organizes, administers, reviews, and evaluates the work of operations, technical, maintenance, and contract staff directly and through subordinate levels of supervision.
- Provides for the selection, training, professional development, and work evaluation of department staff; authorizes discipline as required; and provides policy guidance and interpretation to staff.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing operational plans, policies, and procedures to meet legal requirements and District needs.
- Coordinates activities of staff and the department with those of other District departments and outside agencies.
- Participates in and provides input for the District's capital improvement program, including assisting in determining facility construction and upgrade needs, rewriting the District's standard specifications for construction and development, redesigning facilities for better efficiency and effectiveness, and providing project oversight and inspection as required.
- Confers with and represents the department and the District in meetings with members of the Board of Directors, various governmental agencies, developers, contractors, business and industrial groups, and the public.
- Oversees the development or update of the District's wastewater and water plans and programs and other plans related to District infrastructure.
- Creates preventive maintenance programs and procedures for the District's water and wastewater systems and facilities, such as a flushing program for the District's water and wastewater pipelines.
- Prioritizes and allocates available resources; and reviews and evaluates program and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Ensures compliance with all District operational and maintenance safety policies and procedures; provides for staff training in safety and compliance.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other written materials.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect departmental operations; and implements policy and procedural changes as required.
- Provides technical advice to the District's management and the Board of Directors in District operations and maintenance matters.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Responds to emergency situations as necessary.
- May perform utility maintenance and operations duties and provide technical assistance to crews in the field, on an as-needed basis.
- Performs other duties as assigned.

## QUALIFICATIONS

### Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of the development, operations, maintenance, and management of water and wastewater facilities, including treatment plants and underground collection and distribution lines and related systems and facilities.
- Principles and techniques of capital improvement design, construction, inspection, funding, and long-term maintenance.
- Applicable Federal, State, and local laws, codes, and regulations concerning the operation of the Utility Department.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned department.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the operations of the department.
- Safety principles and practices.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

### Ability to:

- Plan, organize, administer, coordinate, review, and evaluate a comprehensive water and wastewater systems and facilities construction, operations, and maintenance program.
- Read and interpret plans, specifications, and diagrams used in the design and construction of water distribution and wastewater collection systems and treatment facilities.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time and within budget.

- Plan, organize, schedule, assign, review, and evaluate the work of staff.
- Train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, and methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Writes clear and well organized reports and correspondence.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Education and Experience:**

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

Equivalent to an Associate's degree in water and/or wastewater sciences, pre-engineering, business or public administration, supervision or management, or a related field, and five (5) years of experience in utility operations, including two (2) years of supervisory experience.

**License:**

- Valid California class C driver's license with satisfactory driving record; specified assignments and/or equipment may require possession of a class B driver's license.
- Grade III Water Distribution Operator Certification from the State of California.
- Grade II Water Treatment Plant Operator Certificate as issued by the State of California.
- Grade II Wastewater Treatment Plant Operator Certificate as issued by the California State Department of Health Services and/or the California State Water Resources Control Board.
- Grade II Wastewater Collection System Maintenance Certification from the California Water Environment Association.

### PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, as well as to work in the field, and to inspect various operations sites, including traversing slippery surfaces, climbing ladders, stairs, and other access points; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office, partially a field classification, and standing in and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification frequently 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 necessary to perform job functions.

### ENVIRONMENTAL ELEMENTS

Employees partially work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to potentially hazardous physical substances. Employees also work in utilities and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, 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.

### WORKING CONDITIONS

May be required to work on evenings, weekends and holidays. Must be able to arrive at District facilities within sixty (60) minutes from the time an initial call-back notification.

**7110 - UTILITY FIELD SUPERVISOR**

**FLSA: NON-EXEMPT**

**UTILITY FIELD SUPERVISOR**

**DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of maintenance and operations staff within the Utility Department; coordinates, monitors, and provides technical input for assigned utility maintenance, construction, and repair projects, and other special programs; performs a variety of technical tasks relative to the maintenance and repair of District water and wastewater treatment facilities and water distribution and wastewater collection systems; provides technical assistance to the Utility Superintendent and acts for the Utility Superintendent in their absence; and performs related work as required.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Utility Superintendent. Exercises direct and general supervision over lower-level staff. Coordinates and monitors the work of outside contractors, vendors, and consultants.

**CLASS CHARACTERISTICS**

This is the working supervisory-level class in the utility series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of utility operations and maintenance staff. Incumbents are expected to independently perform the full range of utility maintenance and operations duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Utility Superintendent in that the latter has management responsibility for all utility maintenance and operations functions and activities of the District.

**EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the Utility Department.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.

- Monitors operations and activities of the utility operations and maintenance work unit; recommends improvements and modifications and prepares various reports on operations and activities.
- Determines and recommends equipment, materials, and staffing needs for assigned maintenance projects; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in informal bid processes for repair and construction projects as necessary.
- Coordinates with contractors in providing contract utility maintenance services.
- Performs the most complex utility maintenance and operations duties and provides technical assistance to crews.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Maintains logs and records of work performed; prepares periodic reports.
- Responds to emergency situations as necessary.
- Supports the Inspector/Maintenance Supervisor on certain projects, as assigned.
- Acts for the Utility Superintendent in their absence.
- Performs other duties as assigned.

### 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 utility maintenance and operations program development and administration.
- Principles, practices, equipment, tools and materials of utility construction, maintenance, and repair.
- Basic principles of contract administration for utility maintenance and repair projects.
- Basic principles and practices of budget and capital improvement program development, administration, and accountability.
- Safety principles, practices, and procedures of water and wastewater facilities and systems, including equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Applicable Federal, State, and local laws, codes, regulations and departmental policies, including National Pollution Discharge Elimination System (NPDES).
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various professional, educational, regulatory, and legislative organizations.

- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

**Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct utility maintenance and operations activities.
- Analyze, interpret, apply, and enforce Federal, State and local policies, procedures, laws and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex maintenance duties and operate related equipment safely and effectively.
- Develop contract specifications for utility maintenance contracts; administer such contracts.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Maintain accurate records and files of work performed.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and four (4) years of progressive field experience in the operation and maintenance of water production, treatment, and distribution facilities and equipment, and wastewater collection and treatment facilities. Supplemental college coursework in potable or wastewater sciences or related field is desirable.

**License:**

- Valid California class C driver's license with satisfactory driving record; specified assignments and/or equipment may require possession of a class B driver's license.
- Grade III Water Distribution Operator Certification from the State of California.
- Grade II Wastewater Treatment Plant Operator Certificate as issued by the California State Department of Health Services and/or the California State Water Resources Control Board.

- Grade II Water Treatment Plant Operator Certificate as issued by the State of California highly desirable.
- Grade II Wastewater Collection System Maintenance Certification from the California Water Environment Association highly desirable.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in the field around water and wastewater facilities and systems; strength, stamina and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; to attend meetings and to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

### **ENVIRONMENTAL ELEMENTS**

Employees work primarily in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees interact with upset public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

### **OTHER REQUIREMENTS:**

Regular on-call duty for response to off-hours emergency situations is required. Must be able to arrive at District facilities within sixty (60) minutes from the time an initial call-back