

**CHAPTER SIX - GENERAL**

**6000 - BUSINESS TRAVEL & REIMBURSEMENT**

It is the policy of the District to reimburse District employees for expenses while attending to District business, including but not limited to conferences, meetings, seminars and classes as provided for in Section 4120. All travel must be pre-approved by the General Manager. On those occasions where travel is required outside the District boundaries, the following procedures shall apply:

1. Use of District Vehicles

An employee must obtain permission from the General Manager to use a District vehicle. Any out of pocket expenses, such as parking and tolls, shall be reimbursed upon presentation of receipts.

2. Use of Private Vehicle

A. If an employee is authorized to use his/her private vehicle on District business by the General Manager, he/she shall be compensated at the prevailing IRS per diem mileage rate.

B. Use of personal vehicles shall not be authorized for the performance of District work if a suitable District vehicle is available and operational.

C. Every attempt shall be made to coordinate work so that District vehicles are available and operational for the performance of said work.

D. Proof of insurance that meets the minimum insurance requirements of the State of California shall be required by the District of any employee using a personal vehicle in the performance of District work.

Should an accident occur during an employee's travels for District purposes, the employee's personal vehicle insurance will pay first for an accident and the employee will be responsible for his/her deductible, as indicated on his/her personal vehicle insurance policy. Liability in excess of employee's personal insurance coverage will be borne by the District's insurance carrier.

3. Air/Other Travel

When the distance may be too great for driving, an employee may be authorized to fly by airline at the economy fare. The District shall reimburse the employee for actual bus, shuttle, cab fares or car rental.

4. Lodging

It is the policy of the District to exercise prudence with respect to hotel/motel accommodations. It is also the policy of the District for Board members and staff to stay at the main hotel/motel location of a conference, seminar, or class to gain maximum participation and advantage of interaction with others whenever

possible. Actual hotel/motel costs shall be reimbursed. Personal phone calls are not reimbursable.

5. Per Diem

- A. Any employee traveling on District business shall receive in addition to transportation and lodging expenses, a per diem allowance to cover ordinary expenses such as meals, refreshments and tips. The amount set for per diem shall be considered fair reimbursement and the employee shall neither be required to account for use of the per diem, return the unused portions, nor claim additional expenses for these items.
- B. The per diem shall include \$10.00 for breakfast, \$10.00 for lunch and \$20.00 for dinner for a daily total of \$40.00.
- C. An employee shall be eligible for breakfast per diem if they are required to leave Nipomo prior to 7:30 a.m. in order to reach his/her destination on time and dinner per diem if they arrive back in Nipomo after 6:30 p.m. The employee may be authorized a dinner per diem if they are required to leave Nipomo the evening prior to a conference, meeting or class. An employee shall not receive a per diem for a meal when that meal is included in the registration of a conference or class. Conversely, if a meal is included as part of the conference, but the cost is additional, the employee may be reimbursed the additional out of pocket expenses for the meal provided receipts are turned in.
- D. Employees are not to claim reimbursement for other employees except for expenses shared in common, such as taxi fares.

6. Credit Cards

A. Use:

District credit cards may be used only for those necessary and allowable expenses contained in this Policy and properly claimed by the individual to whom the card has been issued. District credit cards may not be used to obtain cash. Any penalty or excessive charges against the District due to misuse of a credit card or negligence by the use of the card, shall be borne by that individual and may subject the employee to disciplinary actions.

Credit card vouchers (receipts/drafts) should contain a general description as to what was purchased; such as hotel room, air fare, etc. Detailed receipts must be attached.

Credit card vouchers are essential for reconciling purchases with the credit card billing. When a voucher is lost, a duplicate must be ordered from the bank or the vendor.

The traveler must sign his/her name on the credit card voucher, not Nipomo Community Services District.

**B. Issue/Return Procedure:**

- A. Non-personalized District credit cards will be issued not earlier than three workdays prior to expected trip departure. Written approval must first be obtained from the General Manager prior to issuance of a credit card.
- B. If a scheduled trip is canceled, the non-personalized credit card will be returned to the General Manager immediately; but no later than the following workday.
- C. The non-personalized credit card issued for a specific trip must be returned to the General Manager on the first day that the traveler returns to work. The corresponding claim must be submitted within five days.

**C. Lost or Stolen District Credit Cards:**

- A. Should a credit card be lost or stolen, notify issuing authority immediately.
- B. The caller must give his/her name and department, the credit card number and the name as it appears on the card, which will generally be Nipomo Community Services District. As soon as possible thereafter, the loss must be reported to the General Manager.
- C. A credit card actually lost or stolen will necessitate calling in all other cards bearing the same identification number for cancellation. Great care must be taken with the card issued to employees.

**CHAPTER SEVEN - JOB DESCRIPTIONS**

**7000 - GENERAL MANAGER**

**1. DEFINITION**

Under policy direction of the Board of Directors, plans, organizes, coordinates and supervises all District functions and activities related to the production and distribution of potable water and the collection, treatment and disposal of wastewater and other functions of the District; provides policy guidance and program evaluation to staff and elected officials; encourages and facilitates improvement in the provision of services to customers by District staff; fosters cooperative working relationships with intergovernmental and regulatory agencies, various public and private organization and District staff; acts as Secretary to the Board of Directors; performs related work as assigned. This position has full-time management status, and is FLSA exempt.

**2. CLASS CHARACTERISTICS**

The employee in this class is the Chief Executive Officer of the District, serving at the pleasure of and accountable to the Board of Directors for all staff, functions and activities within policy guidance and applicable state and federal laws and regulations.

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

- A. Plans, organizes, coordinates and administers, either directly or through subordinate supervisors, the work of the District in accordance with the adopted goals and objectives of the Board of Directors and applicable laws and regulations.
- B. Directs and coordinates the development and implementation of goals, objectives, policies, procedures and programs for the District; administrative policies, procedures and work standards to assure that goals and objectives are met and that programs provide mandated services in an effective and efficient manner.
- C. Prepares and administers the annual budget for the District; reviews all District expenditures; provides financial management for the District.
- D. Acts as staff for the Board of Directors; advises the Board on issues and programs; prepares and recommends long-range plans for District funding and service provisions and directs the development of specific proposals for action regarding current and future District needs.
- E. Assures that appropriate notice of Board meetings is posted and that other legal notification requirements are met.
- F. Represents the Board and the District in contacts with governmental agencies, community groups and various business, professional and legislative organizations and District customers; acts as a District liaison with the media.
- G. Directs and reviews special studies; provides for contract services as required and administers various service, construction and equipment contracts; signs

and accepts development plans and specifications for conformance with District standards on behalf of the District.

- H. Provides for the selection of District staff; administers discipline as required; provides guidance and direction to staff regarding policies and procedures.
- I. Prepares a variety of correspondence, policies, procedures, reports, minutes and other written materials.
- J. Maintains and directs the maintenance of working and official District files.
- K. Assures that the Board is kept informed of District program and financial status and of legal, social and economic issues affecting District activities.
- L. In concert with the District Counsel, monitors changes in the law and operational process changes that may affect District operations; implements operational and procedural modification as required.

#### 4. EMPLOYMENT STANDARDS

Knowledge of:

- A. Administrative principles and practices, including goal setting, program development, implementation and evaluation, and the supervision of employees.
- B. Principles, practices and procedures of public administration in a special district setting.
- C. Functions, authority, responsibilities and limitations of an elected Board of Directors.
- D. Principles and practices of potable water production, treatment and distribution.
- E. Principles and practices of wastewater treatment and disposal.
- F. Applicable legal guidelines and standards effecting District operations.
- G. Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, occasionally when relations may be confrontational or strained.

Skill in:

- A. Planning, organizing, administering, coordinating, reviewing and evaluating a variety of District programs and activities.
- B. Working cooperatively with and accomplishing implementation of the policies of an elected Board of Directors.
- C. Developing and implementing goals, objectives, policies, procedures, work standards and internal controls.
- D. Developing and administering an annual budget.
- E. Interpreting, applying and explaining complex laws, codes and regulations.
- F. Preparing clear and concise reports, correspondence and other written materials.
- G. Reading and interpreting plans, specifications and engineering documents.
- H. Using initiative and independent judgment within general policy guidelines.

- I. Making public presentations and conducting public hearings.
- J. Using tact, discretion and prudence in dealing with those contacted in the course of the work.

Physical Characteristics:

- A. Vision to read printed materials and a computer screen.
- B. Hearing and speech to interact in person and on the telephone.
- C. Mobility to work in a standard office environment, use standard office equipment, inspect District facilities in the field and to drive a motor vehicle.

Working Conditions:

- A. Attend meetings outside of normal working hours.

Licensing and Certification:

- A. Must possess a valid California Class C driver's license and have a satisfactory driving record.
- B. Must be bondable by District's fidelity bond insurer.

Education and Experience:

Equivalent to graduation from a four-year college or university with a bachelor's degree or higher in engineering or a related field and five (5) years' experience in an increasingly responsible public agency management position. Familiarity with water and/or wastewater processes are desirable.

**7010 - ASSISTANT GENERAL MANAGER**

**1. DEFINITION**

Under direction, of General Manager, provides professional level administrative, procedural, programmatic and/or budgetary and related analysis and support for the Board of Directors and the District Manager; performs routine to complex accounting work related to the preparation and maintenance of general accounting and financial records, the audit of financial transactions and the production of reports and statements for the District; establishes accounting systems and develops appropriate policies and procedures; facilitates administrative support to the Utility Supervisor; and serves as General Manager in his/her absence. This position is a confidential position and is FLSA exempt. Performs related work as assigned.

**2. CLASS CHARACTERISTICS**

This administrative support class performs a variety of activities in such administrative areas as personnel, budgeting, accounting, contract administration, operational research, information systems and other internal support activities. In addition, responsibilities include dealing with and providing staff support to the Board of Directors, under the direction of the District Manager, and acting as liaison with customers and a variety of regulatory and other agencies. Work assignments may be diverse, depending upon the current needs of the District; however, the employee normally follows defined policies and procedures, has some responsibility for procedural changes and/or non-technical program oversight and supervises staff on either a project or day-to-day basis. May act as Deputy Secretary to the Board.

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

- A. Conducts administrative, operational, budgetary, accounting or other informational and research projects related to the functions and activities of the District; may prepare standard legal documents such as contracts for service.
- B. Analyzes alternatives and makes recommendations regarding such matters as budget development, administrative policies, staffing, facilities, productivity, customer service process, information systems hardware and software and procedure development and implementation.
- C. Writes, prepares and coordinates agenda items for the Board of Directors and its committees; assures that all supporting documentation is included with such items; follows on governing or policy body actions as required.
- D. Provides staff support to the District Manager and the Board of Directors as assigned.
- E. Attends to a variety of office administrative details, such as making travel arrangements, coordinating materials and supply orders, preparing agreements, arranging for equipment purchase and maintenance and serving on various task forces and committees.
- F. Prepares information for periodic finding agency or related audits; maintains funding agency records and prepares reports as required.

- G. Provides contract service oversight and support; coordinates purchasing activities; reviews requests for payment, assures that work was performed and/or materials delivered and processes invoices.
- H. Assists with and performs specific administrative support activities such as reviewing and tracking proposed legislation, assisting with the implementation of District automated systems and representing the agency head and others as specified.
- I. Confers with and represents the District in meetings with representatives of governmental, community, business, professional and public agencies and the public; may attend Board meetings and make presentations.
- J. Compiles figures for the preparation of the District budget; makes standard projections for payroll and other costs; researches capital improvement and equipment costs; inputs draft and final budget information and produces final budget documents.
- K. Coordinates a variety of departmental personnel activities; processes personnel and payroll forms; assures that forms and requests are in conformance with rules and regulations.
- L. Maintains accurate records and files related to areas of assignment.
- M. Prepares a variety of technical, statistical and narrative reports, letters, memos and other written materials.
- N. May plan, assign, direct, review and evaluate the work of technical or office support staff on a project or day-to-day basis; provides oversight and supervision in the absence of the District Manager.
- O. Uses standard office equipment, including a computer, in the course of the work; may drive a motor vehicle to attend meetings and visit work sites.
- P. Prepares and maintains control of the general ledger and all related financial information.
- Q. Processes District payroll and retirement program and all related quarterly and annual reports as required.
- R. Maintains investment records for the District; assures that adequate funds are available to meet daily cash operating requirements

**4. EMPLOYMENT STANDARDS**

Knowledge of:

- A. District functions and activities.
- B. Computer applications related to the work.
- C. Principles and practices of general and fund accounting.
- D. Principles and practices of auditing financial documents and records.
- E. Basic principles and practices of budget development and administration.
- F. Business arithmetic.
- G. Standard office practices and procedures, including filing and the operation of standard office equipment.
- H. Record keeping principles and practices.
  - I. Correct business English, including spelling, grammar and punctuation.
  - J. Techniques for dealing with the public, in person and over the telephone.
- K. Applicable laws, codes and regulations.



- L. Basic principles and practices of public administration.
- M. Basic data sampling and statistical analysis techniques.
- N. Basic budgetary and accounting practices and terminology.
- O. Basic supervisory principles and practice.

Skill in:

- A. Performing paraprofessional level analytical and programmatic work in a variety of areas.
- B. Interpreting, applying and explaining applicable laws, codes and regulations.
- C. Maintaining accurate records and files.
- D. Interpreting, explaining and applying principles and practices of general, fund and governmental
- E. Accounting.
- F. Complete and review accounting and financial records for completeness and accuracy.
- G. Preparing clear and concise reports, correspondence procedures and other written materials.
- H. Using initiative and independent judgment with general policy guidelines.
  - I. Planning, directing and reviewing the work of others on a project or day-to-day basis.
- J. Making effective presentations to groups.
- K. Establishing and maintaining effective working relationships with those contacted in the course of the work.
- L. Using tact, discretion and prudence in dealing with those contacted in the course of the work.

Physical Characteristics:

- A. Vision to read printed materials and a computer screen.
- B. Hearing and speech to interact in person and on the telephone.
- C. Mobility to work in a standard office environment and use standard office equipment.

License:

- A. Possession of a Valid California Class C driver's license and a satisfactory driving record is desirable.
- B. Notary Public required, to be obtained prior to the end of the Introductory Period.
- C. Must be bondable by the District's fidelity bond insurer.

Education and Experience:

Bachelor's degree in accounting, economics, business administration, or related field, from an accredited four-year college or university and five years' experience and/or training in public agency fund accounting, payroll management and bookkeeping; two years experience in public agency setting is desirable.

**7015 – DISTRICT ENGINEER**

**1. DEFINITION**

Under direction of the General Manager and in his/her absence the Assistant Administrator, the District Engineer, as a salaried FLSA exempt position, manages budgeted District projects; recommends new District projects; administrates developer Will Serve Applications; coordinates annexation applications; tracks Water Allocation program; maintains District SCADA system, GIS system, Utility Master Plans, and hydraulic models; processes Assessment District formation and reporting; prepares regulatory and operational reports; presents information to the District Board and Committees; interacts with utility staff, applicants, consultants, community members, and regulatory staffers; and performs related work as assigned.

**2. CLASS CHARACTERISTICS**

The employee in this class performs a variety of activities in technical support areas. Responsibilities include dealing with and providing staff support to the Board of Directors, under the Direction of the General Manager, and working with customers and a variety of agencies and consultants. Work assignments may be diverse, depending on the current needs of the District; however, the employee normally follows defined policies and procedures, has some responsibility for procedural changes and/or technical program oversight.

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

- A. Manages the implementation of District projects including all tasks necessary to plan, design, comply with CEQA, secure permits, secure land, award bids, manage construction, accept completion, arrange for operation, and submit periodic reports on projects status in conjunction with authorized consultants, contractors, property owners, and agency personnel.
- B. Tracks the implementation of utility master plans; recommends development of master plan updates as appropriate including the addition of new projects and changes to previously approved projects; and submits periodic reports on Master Plan implementation.
- C. Administrates developer sponsored will serve applications including all tasks necessary to receive applications, determine the completeness of applications; process the intent to serve letter approval or denial; secure Plan Check and Inspection Agreement execution; assign an appropriate plan check consultant; monitor the plan check and inspection process; assist in select inspections; approve final plans; issue the Notice to Proceed; secure required easements; coordinate project construction inspection; coordinate with the county and other utilities; secure applicant submittals; secure applicant fee payments; issue a final will serve letter; present a Resolution of Acceptance to the Board; and finalize the warranties.
- D. Coordinates developer sponsored annexation application including all tasks necessary to receive applications, determine the completeness of applications;

process Board review of the annexation application; develop the draft annexation agreement; present the annexation agreement to the Board; implement the conditions of the annexation agreement; and coordinate with LAFCO.

- E. Oversees District Water Allocation Program including all tasks necessary to maintain current allocation balances by category for approved projects; advise the Board on the commitment represented by projects; track the dedication of approved projects; submit periodic reports; and maintain waiting lists as required.
- F. Maintains and updates District Standard Specifications.
- G. Maintains District SCADA system, GIS system, Utility Master Plans, and hydraulic models including all tasks necessary to update each respective system and to recommend upgrades.
- H. Prepares and certifies Annual Assessment District Reports and Assessment Roles, presents reports and roles to Board, and assists as directed in the development of additional assessment districts.
- I. Prepares a variety of periodic and special reports for submission to District management and regulatory agencies; represents the District in contacts with other agencies, public and private groups and customers.
- J. Develops and monitors implementation of Capital Improvement Budgets; tracks project fiscal activity; and submits reports on Capital Improvement Project performance and cost.
- K. Develops and recommends changes to equipment, policies and procedures to maintain compliance with laws and regulations and effective system performance.
- L. Assists in the development of a preventative maintenance programs and updates the District's preventative maintenance program for newly completed projects and/or facilities developed by the District or developers.
- M. Assists in the development of rate studies.
- N. Assists the General Manager with major projects including the Waterline Intertie Project.
- O. Presents information to the District Board, District Committees, Agency Boards and Committees and citizen groups.
- P. Interacts with District Staff and Legal Counsel to respond to requests for engineering support under the supervision of the General Manager.
- Q. Represents the District in a professional manner.

#### 4. EMPLOYMENT STANDARDS

##### KNOWLEDGE OF:

- A. Principles and practices of civil engineering and surveying, including utility work planning, direction, review, inspection, and evaluation;
- B. The operation and maintenance of potable water production, treatment and distribution facilities and equipment;
- C. The operation and maintenance of wastewater collection and treatment facilities;
- D. The operation and maintenance of underground piping systems, including pipes, valves and related appurtenances;

- E. The use of SCADA systems, Geographic Information Systems, and Auto-Cad Systems;
- F. Safety equipment and practices related to the work, including the handling and storage of hazardous chemicals (Cal OSHA);
- G. Applicable laws, codes and regulations including CEQA and the Subdivision Map Act;
- H. Standard laboratory tests related to the treatment of water;
- I. Mechanical, electrical, electronic and hydraulic principles;
- J. Computer applications related to the work.

**SKILL IN:**

- A. Reading, drafting and interpreting engineering projects, plans, specifications, blueprints, charts, maps, bid documents, and construction contracts;
- B. Planning, drafting, reviewing and evaluating project and development plans and specifications;
- C. Complying with CEQA;
- D. Securing Permits for development of works;
- E. Inspecting works under construction;
- F. Coordinating the use of consultants and contractors;
- G. Developing and implementing work procedures to meet laws and regulations;
- H. Maintaining accurate records and preparing accurate reports and clear and concise correspondence;
- I. Working independently within established procedural guidelines;
- J. Making oral presentation to groups;
- K. Identifying customer problems and resolving them in an effective and congenial manner;
- L. Establishing and maintaining effective and professional working relationships with those contacted in the course of the work;
- M. Maintaining and using SCADA systems, GIS systems, and Auto-Cad;
- N. Typing reports and memorandum using word-processing programs.

**PHYSICAL CHARACTERISTICS:**

- A. Vision to read gauges, meters, computer screens, and 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 moderate physical work;
- E. Mobility to inspect various work sites, work in confined spaces and climb ladders;
- F. Ability to wear self-contained breathing equipment.

**WORKING CONDITIONS:**

- A. The normal working day starts at 8:00 am and ends at 4:30pm;
- B. Employee must be able to work out of doors in all weather conditions;
- C. Employee must be available for attendance at evening and weekend meetings;

D. The District Engineer is a designated position in terms of NCSD's Conflict of Interest Code and must comply with all FPPC reporting and conflict codes.

**LICENSE**

Must possess and maintain a valid California Class C driver's license and have a satisfactory driving record (Class B would be a bonus);  
Must possess and maintain a valid California Professional Engineer License;  
Must be bondable by District's fidelity bond insurer.

**EDUCATION AND EXPERIENCE:**

Equivalent to graduation from an accredited four year college or university with a degree in civil engineering and at least four years of work experience as an engineer with utility application.

**7020 - SECRETARY/CLERK**

**1. DEFINITION**

Under general supervision, provides varied office support for District staff and activities; prepares agenda packets, minutes and other materials for the Board of Directors; receives and provides information to District customers and the public; performs related work as assigned.

**2. CLASS CHARACTERISTICS**

This is a fully experienced office support class, capable of providing a variety of office support to District Board members, management and field and office staff. Successful performance of the work may require attendance at off-hours Board meetings and the skill to deal with the public successfully. The employee is capable of independently performing a full range of customer service activities and providing office support to the District.

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

- A. Prepares the agenda for meetings of the Board of Directors from notes provided by the District Manager; assures that appropriate legal notification of meeting time and content is publicized; work processes or types agenda items and accompanying documentation; prepares materials for the consent calendar; duplicates materials and prepares and distributes agenda packets to Board members and other interested parties,
- B. May act as Secretary to the Board of Directors,
- C. Attends Board meetings; assures that all required materials are available; operates a recorder for documentation of the meetings and takes supplemental notes,
- D. Drafts Board meetings minutes from recording and notes; after review, prepares and distributes copies following established instructions,
- E. Opens, stamps and logs incoming mail; distributes as appropriate and obtains back up and other materials as required for processing,
- F. Word processes and types a variety of correspondence, procedures, proposals, memos, forms and other written materials from drafts, prior information or brief notes; duplicates and distributes, as instructed,
- G. Enters information into automated systems to produce required reports; compiles and summarizes data and makes arithmetic calculations to produce periodic and special reports,
- H. Assists customers and the public in person and over the telephone; takes applications for service and arranges for discontinuance of utility service; receives and prepares receipts for payments; explains District policies and procedures, answers questions and resolves complaints or problems,
- I. Provides assistance and relief back-up to customer service and customer accounting staff; assists in the preparation of accounting documentation and financial reports and the processing of accounts receivable and payable, signs warrants,

- J. Performs a variety of general secretarial office support work, such as maintaining filing systems, taking minutes of staff meetings, arranges for meetings and conferences and seminar attendance, maintaining calendars of activities and calculating expenditures,
- K. Learns and performs customer and accounting office support on a training or a relief basis,
- L. May drive a motor vehicle to perform District duties.

**4. EMPLOYMENT STANDARDS**

Knowledge of:

- A. Standard office practices and procedures, including filing and the use of standard office equipment,
- B. Business computer applications, including word processing, spreadsheets and standard reports generation,
- C. Business letter writing and the standard format for typed materials,
- D. Record keeping principles and practices,
- E. Business arithmetic,
- F. Correct business English, including spelling, grammar and punctuation,
- G. Techniques for dealing with the public, in person and over the telephone.

Skill in:

- A. Performing detailed office and secretarial support work with minimal supervision,
- B. Composing correspondence and other written materials from notes or brief instructions,
- C. Taking accurate minutes of Board and other meetings,
- D. Entering numerical and other data into a computer with speed and accuracy,
- E. Meeting critical time deadlines,
- F. Filing with speed and accuracy,
- G. Applying and explaining policies and procedures,
- H. Working effectively and cooperatively with a wide variety of customers and other individuals in person and over the telephone,
- I. Typing or word processing at a net rate of 45 words per minutes from standard copy,
- J. Exercising sound independent judgment within established policy and procedural guidelines,
- K. Establishing and maintaining effective working relationships with those contacted in the course of the work.

Physical Characteristics:

- A. Vision to read printed materials and a computer screen,
- B. Hearing and speech to interact in person and on the telephone,

- C. Mobility to work in a standard office environment and use standard office equipment.

License:

- A. Possession of a Valid California Class C driver's license and a satisfactory driving record is desirable.
- B. Notary Public required, to be obtained prior to the end of the Introductory Period.
- C. Must be bondable by the District's fidelity bond insurer.

Working Conditions:

Must be willing to attend after-hours Board meetings.

Education and Experience:

Equivalent to graduation from high school or equivalent and five years of secretarial and/or general office experience. Some experience in dealing with the public is desirable.



**7030 - BILLING CLERK**

**1. DEFINITION**

Under general supervision, processes information and maintains customer accounting and customer service records; takes and posts payments and generates billings for service; answers the telephone and staff a front desk to greet visitors and provide information to customers and others; performs related work as assigned.

**2. CLASS CHARACTERISTICS**

The employee is capable of independently performing the full-range of customer service activities and providing office support to the District office. This class is distinguished from other District office support classes by its emphasis upon customer service and customer accounting activities.

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

- A. Staffs the front desk and answers office telephone lines to receive and provide information to customers, visitors and the public; directs callers to the proper person, takes messages, explains District policies and procedures in resolving complaints,
- B. Receives payments over the counter; takes applications for new service and collects appropriate deposits; takes information and arranges for discontinuance or transfer of existing services; arranges for return of deposits; prepares payment extension agreements for customers and maintain records regarding payment status,
- C. Receives complaints regarding water usage and/or quality; answers questions and/or generates a field service order for staff, including turning water on and off
- D. Opens, date stamps and distributes District customer payment mail; processes payments received and posts payments to customer accounts; prepares bank deposits; balances cash drawer on a regular basis and accounts for all receivables,
- E. Maintains all automated and hard copy customer account information in a current status; runs standard reports to balance payments and other monies received, determine delinquencies, assure correct customer name, address and other identifying information and other data related to the customer accounting process,
- F. Prepares a variety of correspondence, including notifying delinquent customers, word processes or types forms, memos, procedures and other written materials for District staff from drafts or brief instructions,
- G. Enters meter readings into the computer to generate billings; runs billings on a monthly basis; prepares billings for mailing following postal instructions,
- H. Prepares and updates automatic meter reading information; arranges for field verification of occupancy,
- I. Performs a variety of general office support duties, such as maintaining customer and District files, arranging for the purchase of forms and office supplies,
- J. Learns and performs general and accounting office support work on a training or relief basis,
- K. May drive a motor vehicle to perform District duties.

**4. EMPLOYMENT STANDARDS**

Knowledge of:

- A. Policies, procedures, rules and regulations related to customer service record keeping and customer account billing and payment processing,
- B. Standard office practices and procedures, including the use of standard office equipment,
- C. Correct business English, including spelling, grammar, punctuation and the format for typed materials,
- D. Record keeping and filing principles and practices,
- E. Business arithmetic and techniques for handling money and balancing accounts,
- F. Techniques for successfully dealing with people in person and over the telephone,
- G. Computer applications related to the work.

Skill in:

- A. Performing standard office support work under minimum supervision,
- B. Performing customer accounting and billing system activities and performing customer accounting and record keeping with speed and accuracy,
- C. Receiving and accounting for payments and other money accurately,
- D. Filing with speed and accuracy,
- E. Applying and explaining policies and procedures related to customer billing and customer service activities,
- F. Working effectively and cooperatively with a wide variety of customers and other individuals in person and over the telephone,
- G. Typing or word processing at a net rate of 40 words per minutes from standard copy,
- H. Exercising sound independent judgment with established procedural guidelines.

Physical Characteristics:

- A. Vision to read printed materials and a computer screen,
- B. Hearing and speech to interact in person and on the telephone,
- C. Mobility to work in a standard office environment and use standard office equipment.

License:

- A. Possession of a Valid California Class C driver's license and a satisfactory driving record is desirable,
- B. Must be bondable by District's fidelity bond insurer.

Education and Experience:

Equivalent to graduation from high school or equivalent and two years of performing customer accounting and billing activities, preferably in a utility or similar setting and two years as a bookkeeper or equivalent position.

**7035 - CONSERVATION AND PUBLIC INFORMATION SPECIALIST**

**1. DEFINITION**

Under supervision of the General Manager and Assistant Administrator, provides for the planning, development, and implementation of programs and services related to reducing water consumption, water reuse and solid waste management; acts as a liaison between the District and the community and facilitates and participates in public outreach programs; develops and monitors related budget; provides for the maintenance and updating of the District's web site. Performs related work and duties, as assigned.

**2. CLASS CHARACTERISTICS**

This employee is capable of independently performing a full-range of duties including customer and employee relations. This class is distinguished from other District office support classes by its emphasis on conservation and public outreach. This employee may be required to make public appearances in the evenings and to work on the weekends.

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

- A. Develops, plans and implements water use and solid waste reduction program
- B. Conducts water conservation inspection services including conducting home and business water audits
- C. Develops, organizes and implements an effective public information, education and public relations plan in support of the resources management programs;
- D. Acts as an information source to the media and general public regarding the District's resource management programs
- E. Represents the District regarding resource management program issues with various community groups
- F. Research and write public relations material
- G. Makes presentations to and conducts workshops for the Board of Directors and other groups
- H. Assists with events such as Community Clean Up
- I. Represents NCSD at events in order to promote conservation activities
- J. Represents NCSD by attending meetings with various agencies on conservation and related issues
- K. Maintains and updates the District's web site
- L. May drive a motor vehicle to perform District duties
- M. Provides administrative and office staff support

**4. EMPLOYMENT STANDARDS**

Knowledge of:

- A. Water conservation techniques and standards including irrigation practices and best management practices

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- B. Computer function and software (Microsoft Office Suite including Word, Power Point, Excel, Access)
- C. Desktop publishing software (Adobe Creative Suite 2, Photoshop, In Design, Illustrator)
- D. Web site maintenance and update (using an existing interface program)
- E. Record keeping principles and practices
- F. Correct business English, including spelling, grammar and punctuation
- G. Techniques for dealing with the public, in person and over the telephone

Skill in:

- A. Public speaking
- B. Composing correspondence, press releases, brochures, flyers and other written materials
- C. Entering data with speed and accuracy
- D. Customer relations
- E. Applying and explaining policies and procedures
- F. Exercising sound independent judgment
- G. Establishing and maintaining effective working relationships with those contacted in the course of work
- H. Multi-tasking

Physical Characteristics:

- A. Vision to read printed material and a computer screen
- B. Hearing and speech to interact in person, on the telephone, and in the public forum
- C. Mobility to work in a standard office environment and use standard office equipment
- D. Mobility to work outside and walk over "uneven" terrain
- E. Strength to lift and move equipment and tools weighing up to 20 pounds

License

- A. Possession of a valid California Class C driver's license and satisfactory driving record
- B. Must be bondable by District's fidelity bond insurer.
- C. Must obtain an American Water Works Association Water Conservation Practitioner Certification within 15 months of hire. Failure to obtain certification within the fifteen months will be grounds for termination.

Education and Experience:

Graduation from an accredited college or university with a BS or BA degree. Two years of increasingly responsible public relations experience, preferably with a public utility or a municipality. Bilingual (Spanish) desirable.

**7040 - UTILITY SUPERVISOR**

**1. DEFINITION**

Under direction of the General Manager and the Assistant Administrator, plans, directs and reviews the work of a crew of systems operators; performs the full range of duties required to operate and maintain water production, treatment and related distribution equipment and facilities and operate and maintain wastewater collection and treatment facilities; prepares regulatory and operational reports; performs related work as assigned.

**2. CLASS CHARACTERISTICS**

In addition to directing the work of and training operations staff, the supervisor plans work schedules, the employee work procedures and prepares reports for management. Responsibilities also include performing the full range of systems operations work, including being available for stand-by and off-hours emergency work.

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

- A. Plans, directs and reviews the work of assigned staff; trains staff in work procedures,
- B. Assures that District operating and safety procedures are observed; conducts and participates in safety meetings and accident reviews,
- C. Prepares work schedules, including water and wastewater sampling, meter reading and equipment maintenance schedules; prepares daily work assignments based upon operational and customer needs,
- D. Troubleshoots equipment and process problems; determines materials, parts and contract or in-house staff requirements; orders or authorizes required materials and supplies; assures that work is performed in accordance with District standards,
- E. Inspects construction and/or repair work performed by outside contractors to assure conformance to standard specifications,
- F. Reviews records of equipment operation, chemical and biological testing results and process control to make process and procedural modifications and assure compliance with applicable rules and regulations,
- G. Prepares a variety of periodic and special reports for submission to District management and regulatory agencies; represents the District in contacts with other agencies, public and private groups and customers,
- H. Develops and recommends changes to equipment, policies and procedures to maintain compliance with laws and regulations and effective system performance
- I. Performs the full range of systems operations activities, including:
  - 1) Inspecting and recording activities of plant operations and remote pumping and storage equipment and facilities on a regularly scheduled basis;
  - 2) Reviewing and analyzing automated information and control system data and revising equipment settings as appropriate;

- 3) Taking samples of potable water and wastewater influent and effluent, performing standardized tests and adjusting chemical feed and other equipment accordingly, maintaining a work relationship with the contract commercial laboratory;
- 4) Inspecting, troubleshooting and performing scheduled and unscheduled maintenance and repairs to pumps, valves, underground and above-ground piping systems, chemical feeders and related equipment, as required;
- 5) Performing semi-skilled maintenance and repair on electrical and electronic equipment. Operating small and medium sized construction equipment in the course of the work and driving a variety of motor vehicles;
- 6) Dealing with difficult customer service problems;
- 7) Using a variety of and performing maintenance to a variety of hand and power tools and mobile equipment.

J. Is available for Stand-by; responds to emergencies in off-hours, as scheduled.

#### 4. EMPLOYMENT STANDARDS

Knowledge of:

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

Skill in:

- A. Planning, directing, reviewing and evaluating the work of a small staff,
- B. Training staff in work procedures,
- C. Developing and implementing work procedures to meet laws and regulations,
- D. Maintaining accurate records and preparing accurate reports and clear and concise correspondence,
- E. Operating, maintaining and repairing a variety of water production, treatment and distribution equipment and facilities and wastewater collection and treatment facilities,
- F. Using and maintaining the tools and equipment of the work skillfully and safety.

- G. Performing semi-skilled craft work in the electrical, electronic, carpentry, mechanical and painting trades,
- H. Performing standardized tests of water and wastewater,
- I. Handling hazardous chemicals in accordance with appropriate Materials Safety Data Sheets,
- J. Working independently within established procedural guidelines,
- K. Making oral presentation to groups,
- L. Identifying customer problems and resolving them in an effective manner,
- M. 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, and 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,
- F. Ability to wear self-contained breathing equipment.

Working Conditions:

- A. Must work out of doors in all weather conditions,
- B. May be available for regularly scheduled stand-by, off-hours shifts,
- C. Must be available for emergency call-out,
- D. Must be able to arrive at District facilities within 60 minutes from the time an initial call-back notification.

License:

- A. Must possess a valid California Class C driver's license and have a satisfactory driving record,
- B. Specified assignments and/or equipment may require possession of a Class B driver's license,
- C. Must possess a California D-3 Distribution Operator certificate,
- D. Must possess a California Grade II Wastewater Treatment Plant Operator certificate,
- E. Must be bondable by District's fidelity bond insurer.

Education and Experience:

Equivalent to graduation from high school or equivalent and four years of experience in the operation and maintenance of water production, treatment and distribution facilities and equipment and wastewater collection and treatment facilities.

**7050 - UTILITY FIELD FOREMAN**

**1. DEFINITION**

Under direction of the Utility Supervisor, plans, directs and reviews the work of a crew of systems operators; performs the full range of duties required to operate and maintain water production, treatment and related distribution equipment and facilities and operate and maintain wastewater collection and treatment facilities; acts as the Utility Supervisor in his/her absence; performs related work as assigned.

**CLASS CHARACTERISTICS**

Foreman shall 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 waste water for District residents. Responsibilities also include performing the full range of systems operations work, including being available for stand-by and off-hours emergency work.

**EXAMPLES OF DUTIES (Illustrative Only)**

- A. Assures that District operating and safety procedures are observed; participates in safety meetings and accident reviews
- B. Assists in the preparation of and participates in work schedules, including water and wastewater sampling, meter reading and equipment maintenance schedules; prepares daily work assignments based upon operational and customer needs
- C. Troubleshoots equipment and process problems; determines materials, parts and contract or in-house staff requirements; assures that work is performed in accordance with District standards
- D. Inspects construction and/or repair work performed by outside contractors to assure conformance to standard specifications
- E. Reviews records of equipment operation, chemical and biological testing results and process control to make recommendations to the Utility Supervisor on process and procedural modifications and assure compliance with applicable rules and regulations
- F. Assists in the preparation of a variety of periodic and special reports for submission to District management and regulatory agencies; represents the District in contacts with other agencies, public and private groups and customers
- G. Develops and recommends changes to equipment, policies and procedures to maintain compliance with laws and regulations and effective system performance
- H. Performs the full range of systems operations activities, including:



- 1) Inspecting and recording activities of plant operations and remote pumping and storage equipment and facilities on a regularly scheduled basis;
  - 2) Reviewing and analyzing automated information and control system data and revising equipment settings as appropriate;
  - 3) Taking samples of potable water and wastewater influent and effluent, performing standardized tests and adjusting chemical feed and other equipment accordingly, maintaining a work relationship with the contract commercial laboratory;
  - 4) Inspecting, troubleshooting and performing scheduled and unscheduled maintenance and repairs to pumps, valves, underground and above-ground piping systems, chemical feeders and related equipment as required
  - 5) Performing semi-skilled maintenance and repair on electrical and electronic equipment; operating small and medium sized construction in the course of the work and driving a variety of motor vehicles
  - 6) Dealing with difficult customer service problems
  - 7) Using a variety of and performing maintenance to a variety of hand and power tools and mobile equipment
- I. Is available for stand-by calls; responds to emergencies in off hours as scheduled.

#### **EMPLOYMENT STANDARDS**

Knowledge of:

- A. Principles and practices of employee supervision, including work planning, direction, review and evaluation
- B. The operation and maintenance of potable water production, treatment and distribution facilities and equipment
- C. The operation and maintenance of wastewater collection and treatment facilities
- D. The operation and maintenance of underground piping systems, including pipes, valves and relation appurtenances
- E. The operation, servicing and minor maintenance of a variety of vehicles and mobile equipment
- F. Tools and equipment required for the work
- G. Safety equipment and practices related to the work, including the handling and storage of hazardous chemicals

- H. Applicable laws, codes and regulations
- I. Standard laboratory tests related to the treatment of water
- J. Mechanical, electrical, electronic and hydraulic principles
- K. Computer applications related to the work

Skill in:

- A. Planning, directing, reviewing and evaluating the work of a small staff
- B. Training staff in work procedures
- C. Developing and implementing work procedures to meet laws and regulations
- D. Maintaining accurate records and preparing accurate reports and clear and concise correspondence
- E. Operating, maintaining and repairing a variety of water production, treatment and distribution equipment and facilities and wastewater collection and treatment facilities
- F. Using and maintaining the tools and equipment of the work skillfully and safety
- G. Performing semi-skilled craft work in the electrical, electronic, carpentry, mechanical and painting trades
- H. Performing standardized tests of water and wastewater
- I. Handling hazardous chemicals in accordance with appropriate Materials Safety Data Sheets
- J. Working independently within established procedural guidelines
- K. Identifying customer problems and resolving them in an effective manner
- L. 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
- F. Ability to wear self-contained breathing equipment

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 Grade D-3 Distribution Operator certificate.
- C. Must possess a California Grade I Wastewater Treatment Plant Operator certificate.

Education and Experience:

High school graduation or equivalent and four years of experience in the operation and maintenance of water production, treatment and distribution facilities and equipment and wastewater collection and treatment facilities.

**7100 - UTILITY SUPERINTENDENT**

**FLSA: EXEMPT**

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.*

- A. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the Utility Department, including current and long-range planning.
- B. Prepares and administers the department's budgets, including materials and supplies, contract services, specified capital improvement projects, and vehicle and equipment expenses.

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- C. Plans, organizes, administers, reviews, and evaluates the work of operations, technical, maintenance, and contract staff directly and through subordinate levels of supervision.
- D. 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.
- E. 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.
- F. Coordinates activities of staff and the department with those of other District departments and outside agencies.
- G. 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.
- H. 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.
- I. Oversees the development or update of the District's wastewater and water plans and programs and other plans related to District infrastructure.
- J. 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.
- K. Prioritizes and allocates available resources; and reviews and evaluates program and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- L. Ensures compliance with all District operational and maintenance safety policies and procedures; provides for staff training in safety and compliance.
- M. Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other written materials.
- N. Maintains and directs the maintenance of working and official departmental files.
- O. Monitors changes in laws, regulations, and technology that may affect departmental operations; and implements policy and procedural changes as required.
- P. Provides technical advice to the District's management and the Board of Directors in District operations and maintenance matters.
- Q. Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- R. Responds to emergency situations as necessary.
- S. May perform utility maintenance and operations duties and provide technical assistance to crews in the field, on an as-needed basis.
- T. Performs other duties as assigned.

**QUALIFICATIONS**

Knowledge of:

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

ABILITY TO:

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

- G. Evaluate and develop improvements in operations, procedures, policies, and methods.
- H. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- I. Prepare clear and concise reports, correspondence, policies, procedures and other written materials.
- J. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- K. Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- L. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- M. 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.
- N. Establish and maintain a variety of filing, record-keeping, and tracking systems.
- O. 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.
- P. Operate modern office equipment, including computer equipment and specialized software applications programs.
- Q. Use English effectively to communicate in person, over the telephone and in writing.
- R. Writes clear and well organized reports and correspondence. Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- S. 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:

- A. 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.
- B. Grade III Water Distribution Operator Certification from the State of California.
- C. Grade II Water Treatment Plant Operator Certificate as issued by the State of California.
- D. 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.
- E. 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.