

Sacramento Suburban Water District Classification Specification

Job Class: Water Conservation Technician I/II

FLSA Status: Non Exempt

Effective Date: April 26, 2024

Definition

Performs technical duties within the Water Conservation Department related to promoting and implementing Sacramento Suburban Water District's Water Conservation Program.

Distinguishing Characteristics

Water Conservation Technician I is the entry level class. Under close supervision, this position performs a variety of assigned duties related to water conservation programs, including conducting Water-Wise House Calls (WWHC), public outreach/education activities, investigating complaints regarding water waste, and performing a variety of tasks related to water efficiency and conservation. Individuals may advance to the Water Conservation Technician II position after successfully completing an introductory period, gaining one additional year of experience, obtaining required certifications, completing job related training courses, and demonstrating on the job performance, proficiency, and competency.

Water Conservation Technician II is the journey level class. Under general supervision, this position performs the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance performing a variety of tasks related to water conservation programs, including conducting WWHC, public outreach/education activities, and investigating complaints regarding water waste.

Examples of Essential Duties

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Solicits, schedules, and performs WWHC at various locations, including single and multi-family residential, commercial, industrial, and institutional sites.
- Conducts field inspections and tests during WWHC to calculate flow rates and instructs customers on ways to conserve water.
- Documents the results of WWHC and generates written reports for customers and/or managers outlining recommendations to promote efficient use of water.
- Assesses landscape water use and recommends custom irrigation schedules.
- Distributes water efficient devices, educational brochures and literature, and other materials.
- Tracks and responds to customer inquiries, complaints, and reports of water waste received by telephone or e-mail, notifies customers of reported problems; provides information and advice on water efficiency issues and technical assistance regarding irrigation or water use.

- Makes recommendations on how to eliminate water waste; initiates corrective water use action under authority of District regulations and within District guidelines.
- Implements Sacramento Water Forum and California Department of Water Resources Water Use Efficiency Best Management Practices.
- Promotes water efficiency rebates offered by the District.
- Participates in the Public Outreach Program and assists with the School Education Program as necessary.
- Processes forms and maintains statistics of work activities.
- Builds and maintains positive working relationships with co-workers and the public using principles of good customer service.
- Complies with all District policies, procedures, rules, and regulations, including all safety standards.
- Maintains regular attendance and adheres to prescribed work schedule to conduct job responsibilities.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge Of:

- Sacramento Water Forum and California Department of Water Resources indoor and outdoor Water Use Efficiency Best Management Practices, irrigation system design and principles of water-wise gardening.
- Interior residential plumbing devices and practices relevant to water conservation, including water measurement and flows.
- Outdoor irrigation systems and soil-plant-water relationships.
- Proper work safety standards.
- Methods, materials, and equipment used in water distribution facility systems maintenance and repair work.
- Common office computer software and database programs, including the Microsoft Suite of Programs (Word, Excel, Outlook, Access, and PowerPoint).

Ability To:

- Deal tactfully and courteously with the public.
- Operate motor vehicle and forklift.
- Write routine reports and correspondence.
- Speak effectively before groups of customers or employees.
- Effectively represent the District's water conservation program at functions with the public and other organizations.
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Compute rate, ratio, and percent, and draw and interpret bar graphs.
- Follow verbal and written directions.
- Keep accurate records.
- Establish and maintain cooperative working relationships with co-workers, outside agencies, vendors, consultants/contractors, and the public.
- Learn to read and interpret distribution diagrams and maps.
- Pass pre-employment physical, drug test, and background check.

Experience and Education:

Water Conservation Technician I:

Experience:

One (1) year of full-time experience providing customer service in the field or office. Equivalent to an Associate's degree from an accredited college or university or two (2) years of post-secondary education may be substituted for related experience.

AND

Education: High school diploma or equivalent.

Water Conservation Technician II:

Experience: One (1) year of full-time experience in landscape irrigation practices and two (2) years of experience providing customer service in the field or office at a level equivalent to the Water Conservation Technician I. Equivalent to an Associate's degree from an accredited college or university or two (2) years of post-secondary education may be substituted for one (1) year of related experience.

AND

Education: High school diploma or equivalent.

Licenses and/or Certifications

- Valid California Driver's License issued by the California Department of Motor Vehicles and proof of good driving record as evidenced by the absence of multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

- Possession and continued maintenance of:

Water Conservation Technician I:

- 1) State of California Water Distribution Operator Certificate Grade D1 or ability to obtain Grade D1 certification within one (1) year of employment, and
- 2) Certified Landscape Irrigation Auditor (CLIA) Certificate or approved comparable related certification as approved by the General Manager or designee, or ability to obtain CLIA certification or approved comparable related certification as approved by the General Manager or designee within two (2) years of employment.

Water Conservation Technician II:

- 1) State of California Water Distribution Operator Certificate Grade D1, and
- 2) Certified Landscape Irrigation Auditor (CLIA) Certificate or approved comparable related certification as approved by the General Manager or designee, or ability to obtain CLIA certification or approved comparable related certification as

approved by the General Manager or designee within two (2) years of employment, and
3) Water Use Efficiency Practitioner Grade 1 certification; or ability to obtain Water Use Efficiency Practitioner Grade 1 certification within one (1) year of employment.

Working Conditions and Physical Demands

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Travels frequently by automobile in conducting District business.
- Communicates verbally with District management, coworkers, and the public in face-to-face, one-to-one and group settings.
- Regularly uses a telephone and e-mail for communication.
- Regularly uses office equipment such as computers and copiers.
- Ability to carry, reach and lift supplies and equipment weighing up to 30 pounds.
- Ability to push, pull and maneuver supplies and equipment of varying weights and configurations.
- On an intermittent basis, sit at a desk or in a vehicle for long periods of time; stand, walk and bend when setting up and presenting public information displays; squat, climb, kneel and twist when conducting field inspections and water system assessments.
- Ability to stoop, kneel, crouch, crawl and climb during field work.
- Stands and walks for extended time periods and on uneven terrain.
- Works out-of-doors as needed in all weather conditions with exposure to dust, dirt, water and significant temperature changes between cold and heat.
- Hearing and vision within normal ranges with or without correction.
- Occasionally may be required to change working hours or work overtime.
- Must wear CalOSHA approved protective footwear with a minimum ANSI I/75 or equivalent ASTM rating.

The specific statements shown in each section of this class specification are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

APPROVED:

Dated: April 26, 2024

By:  _____

Dan York
General Manager

Employee Statement:

I certify I have read, understand, and acknowledge receiving a copy of this class specification.

Employee Signature

Date