

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
WATER EFFICIENCY SPECIALIST**

CLASS TITLE: WATER EFFICIENCY SPECIALIST

DEFINITION

Under general supervision and working independently, assists with the design, implementation and administration of water use efficiency programs for all customer classes. Performs outreach to all customers with a particular emphasis on high water usage and enforcement of water use prohibitions, restrictions, rules and regulations.

DISTINGUISHING CHARACTERISTICS

This is a single-position class reporting to the Water Resources Analyst. The position involves working in an office setting and out in the field interacting directly with customers.

EXAMPLES OF DUTIES

Duties may include, but are not necessarily limited to:

Field

- Reading customer water meters to verify consumption and to check for leaks.
- Site visits with applicants applying for rebates to verify eligibility.
- Patrolling the District's service area for evidence of water waste violations.
- Site visits to follow up on complaints of water waste.
- Inspection of new construction to verify compliance with water efficiency standards.
- Green Business compliance inspections.
- Representing the District at public events and perform outreach.

Office

- Data entry into the utility billing database to document interaction with customers.
- Generating reports from utility billing database as requested.
- Assistance with outreach to schools.
- Data entry into spreadsheets to maintain contact lists.
- Assistance with outreach material distribution and inventory.
- Cleaning, fueling and safety inspection of vehicles.
- Calling customers to answer questions on water usage and request information.
- Assist customer service with questions regarding high water usage.
- Performing mass mailings to customers targeted as high water users.

MINIMUM QUALIFICATIONS

Preferred Education and Experience

Any combination of education, experience and training which would provide an opportunity to acquire the knowledge, skills and abilities listed. This would be commonly acquired in academic work in water related science, geology, engineering, hydrology, environmental studies, botany, landscape and irrigation design, water treatment or other related fields.

Knowledge

- Basic understanding of residential and commercial water use.
- Basic understanding of plumbing, plumbing fixtures, appliances and irrigation equipment.
- Basic understanding of plumbing codes and standards.
- Working knowledge of water use efficiency technologies and practices.

Skills and Abilities

- Ability to perform customer service functions.
- Ability to keep concise records and documentation.
- Ability to organize and schedule assignments and appointments in the field.
- Ability to read water meters.
- Facility with basic unit conversions and calculations.
- Ability to communicate effectively in writing and verbally.
- Computer skills including Microsoft Office, Utility Billing Databases, and Mapping Applications.

Required License

Incumbent must possess and maintain a valid, unrestricted California Driver's License.

Preferred Licenses and Certifications

- State of California Water Distribution Operator or Water Treatment Operator
- California Nevada Section of American Water Works Association Water Use Efficiency Practitioner or Backflow Specialist
- Landscape or Irrigation Professional Certification

PHYSICAL REQUIREMENTS

Incumbent must be able to perform job functions in a safe manner to avoid injuries and damage to district property. Vision, hearing and speech are required along with manual dexterity. This position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. The ability to drag, lift, and push equipment and materials weighing up to 35 pounds is required. The position requires being in the field in a variety of conditions on uneven and slippery surfaces, and being exposed to water, dirt, pollen and other irritants.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position.