

STAFF REPORT

To: Coastside County Water District Board of Directors

From: Mary Rogren, General Manager

Agenda: May 13, 2025

Date: May 9, 2025

Agenda Title: Approval of Updated Organization Chart and Amended Salary Schedule for Fiscal Year 2024-2025

Recommendation/Motion:

Approve (1) an Updated Organization Chart, and (2) Amended Salary Schedule for Fiscal Year 2024-2025 to be effective May 13, 2025.

Background:

Organizational Changes

As staff considers succession planning, current position vacancies, and upcoming employee retirements, staff proposes an update to the District's organization chart to address increased workloads and the need for changes of skill sets of staff given increased levels of regulatory monitoring and reporting, asset and systems management responsibilities as well as increased complexities in the District's day-to-day operations.

The District's current organization chart includes (23) employees who are responsible for operating (2) water treatment plants and the Crystal Springs Pump Station; maintaining over 100 miles of distribution and transmission and distribution pipeline, (10) water tanks, and 7,700 water connections; and managing a 10-year Capital Improvement Program of \$69 Million. The District's staffing levels are "lean" in comparison to other similarly sized BAWSCA agencies who do not treat their own water. (For reference, consider that Mid-Peninsula Water District has (21) employees and relies 100% on SFPUC treated water.)

District staff recently engaged a human resource consultant to assist with organizational planning. These efforts have resulted in the internal reorganization recommendations that follow below. Staff met with the Human Resources Committee on April 15, 2025, and the Committee concurs with these recommendations.

Staff recommends the following changes that would become effective immediately:

Operations Management

- Eliminate the position of Superintendent (vacant since Fall 2024) and add the following two management positions specializing in their areas of focus in District operations:
 - Water Treatment Operations Manager
 - Water Distribution Operations Manager

These two exempt management positions will work together in unison to manage the operations of the District but will each focus on their specific areas of expertise given the significant complexities of the District's treatment and distribution operations.

Exhibit C provides a summary level of the "Operations Manager Responsibilities by Area of Expertise." As described in this chart, the Water Treatment Operations Manager focuses on ensuring production of high quality, safe potable drinking water as well as ensuring the adequacy of availability of supply to serve fire flows and community needs. The Water Distribution Operations Manager focuses on ensuring delivery of high quality, safe potable drinking water and that the distribution and related infrastructure are properly operated and maintained to ensure that water can be delivered safely and at adequate volumes and pressures to serve fire flows and community needs.

Draft job descriptions for the two positions are included as Exhibits D and E.

Finance and Administration

- Add a Customer Support Specialist who will assume complex administrative and analytical responsibilities while cross-training on tasks unique to the District requiring historical and water industry background including:
 - Accounting for and administering the Crystal Springs Program for uninstalled connections; water transfers; priority water connections.
 - California Coastal Commission reporting
 - Water services agreements for mainline extensions.
 - Plan review administration.
 - ESRI and GIS Integration

This position is being added in anticipation of near-term retirements and the need for cross-training and will report to the Assistant General Manager. (See Exhibit F for the draft job description.)

The organizational structure changes are shown on the Updated Organization Chart (Exhibit A.)

Salary Schedule Changes

Operations Management

On the attached Draft Amended Salary Schedule (Exhibit B), the Superintendent position has been eliminated and the "Operations Manager" position and accompanying salary range has been added. This position and range is applicable for both the Water Treatment and Water Distribution specializations. The range reflects similar ranges at neighboring water districts (Mid-Peninsula and North Coast) and as discussed with the District's HR consultant. The range also allows for growth "steps" in the range.

Finance and Administration

The Draft Amended Salary Schedule includes the proposed "Customer Support Specialist" position. This position is differentiated from the Customer Service II position given the increased level of responsibility.

The District's HR consultant also advised that when developing the salary survey this past year, she found that the Office Manager and Accounting Manager positions were difficult to find comparisons for, but indicated that the District salaries appeared to be below market given the level of responsibility and as compared to neighboring water districts. Staff proposes that the range for both positions be changed to the same range as the Water Resource Analyst, but with the addition of one step to allow for growth. Staff also recommends changing the title of the Office Manager to "Administrative Services Manager" similar to titles found in other water districts.

Staff requests that the Board approve the Updated Organization Chart for FY 2024-2025 (Exhibit A) and Amended Salary Schedule (Exhibit B) with the changes in positions as described above.

At the June 10, 2025 Regular Board of Directors meeting, the Board will be asked to approve a FY 2025-2026 salary schedule that includes next fiscal year's COLA adjustment.

Budget Impact:

The FY 2024-2025 budget impact can be absorbed in the current year's budget given savings in other budget line items.

The FY 2025-2026 impacts are included in the Draft FY2025-2026 Operations budget that the Board reviewed at the April 2025 Regular Board of Directors meeting.

Attachments:

Exhibit A Draft - Updated Organization Chart

Exhibit B Draft Amended Salary Schedule

Exhibit C "Operations Manager Responsibilities by Area of Expertise" Chart

Exhibit D Draft Class Specification: Water Treatment Operations Manager

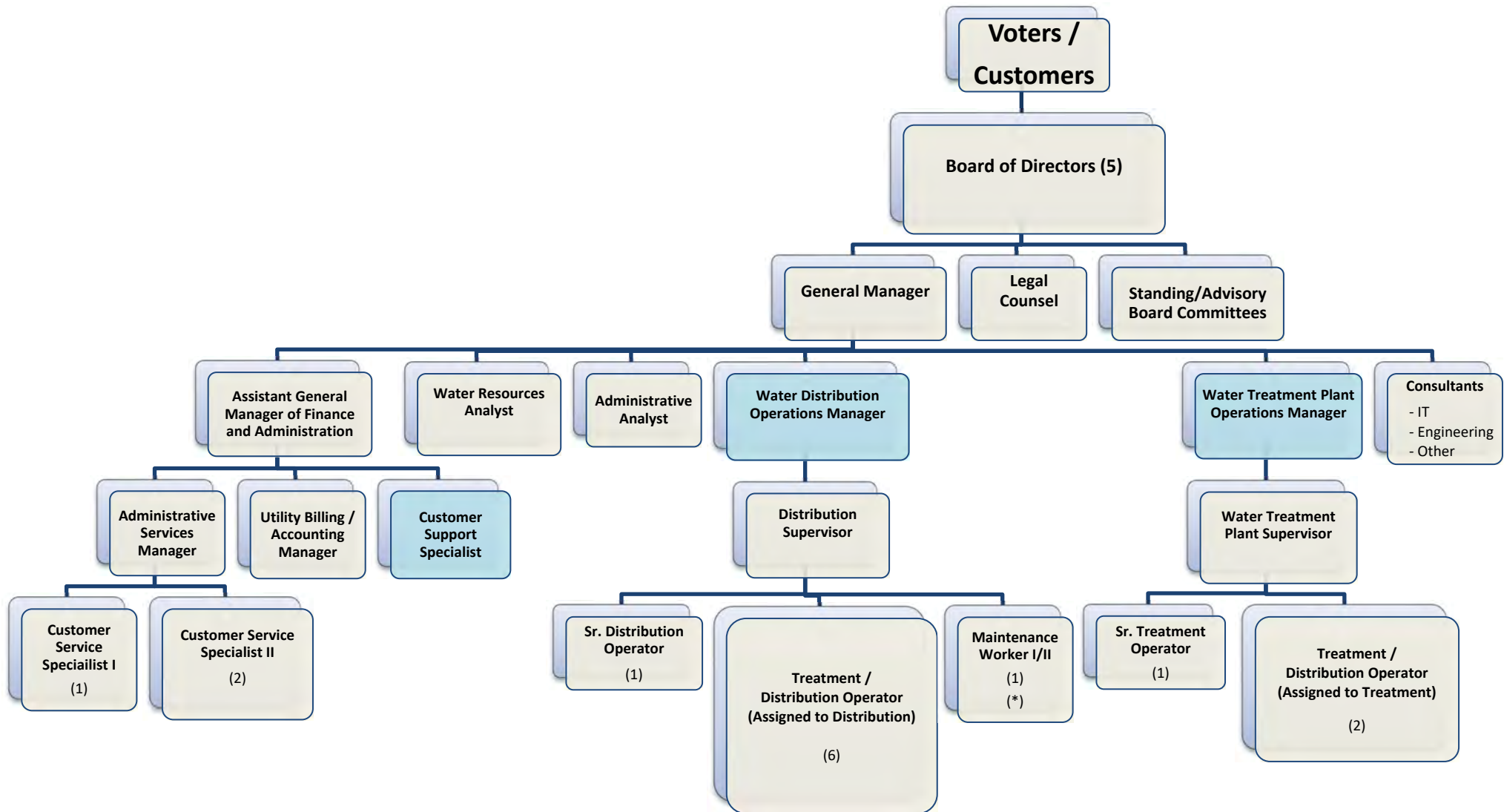
Exhibit E Draft Class Specification: Water Distribution Operations Manager

Exhibit F Draft Class Specification: Customer Support Specialist



**COASTSIDE COUNTY WATER DISTRICT
ORGANIZATION CHART**
Updated: April 11, 2025 (DRAFT)

Exhibit A



(*) the maintenance worker position is shared by the Distribution and Treatment groups

COASTSIDE COUNTY WATER DISTRICT
AMENDED SALARY SCHEDULE FOR FISCAL YEAR 2024-2025

EFFECTIVE: 5/13/2025

Approved at Board Meeting: _____

DRAFT

JOB TITLE

HOURLY RANGE BOTTOM	ANNUAL	HOURLY RANGE TOP	ANNUAL
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MANAGEMENT
GENERAL MANAGER
ASSISTANT GENERAL MANAGER - FINANCE / ADMINISTRATION
OPERATIONS MANAGER (Treatment and Distribution)

			\$ 275,974
	\$ 187,855		\$ 228,884
	\$ 172,013		\$ 209,581

ADMINISTRATIVE
ADMINISTRATIVE ANALYST
ADMINISTRATIVE SERVICES MANAGER
ACCOUNTING MANAGER/UTILITY BILLING MANAGER
TEMPORARY - CUSTOMER SERVICE
CUSTOMER SUPPORT SPECIALIST (new)
CUSTOMER SERVICE SPECIALIST I
CUSTOMER SERVICE SPECIALIST II
WATER RESOURCE ANALYST

\$ 51.168	\$ 106,429	\$ 62.343	\$ 129,673
\$ 60.197	\$ 125,210	\$ 73.345	\$ 152,558
\$ 60.197	\$ 125,210	\$ 73.345	\$ 152,558
\$ 34.867	\$ 72,523	\$ 42.483	\$ 88,365
\$ 45.281	\$ 94,184	\$ 55.171	\$ 114,756
\$ 34.867	\$ 72,523	\$ 42.483	\$ 88,365
\$ 38.465	\$ 80,007	\$ 46.867	\$ 97,483
\$ 60.197	\$ 125,210	\$ 73.345	\$ 152,558

OPERATIONS
DISTRIBUTION SUPERVISOR
TREATMENT PLANT SUPERVISOR
TEMPORARY - MAINTENANCE WORKER
MAINTENANCE WORKER
MAINTENANCE WORKER II
TREATMENT/DISTRIBUTION OPERATOR (ASSIGNED TO DISTRIBUTION)
TREATMENT/DISTRIBUTION OPERATOR (ASSIGNED TO TREATMENT)
SENIOR DISTRIBUTION OPERATOR
SENIOR TREATMENT OPERATOR

\$ 61.497	\$ 127,914	\$ 74.929	\$ 155,852
\$ 69.574	\$ 144,714	\$ 84.770	\$ 176,322
\$ 34.867	\$ 72,523	\$ 42.483	\$ 88,365
\$ 34.867	\$ 72,523	\$ 42.483	\$ 88,365
\$ 36.611	\$ 76,151	\$ 44.606	\$ 92,780
\$ 42.130	\$ 87,630	\$ 51.331	\$ 106,768
\$ 46.603	\$ 96,934	\$ 56.782	\$ 118,107
\$ 50.554	\$ 105,152	\$ 61.595	\$ 128,118
\$ 57.102	\$ 118,772	\$ 69.574	\$ 144,714

	Water Treatment	Water Distribution
Priorities	<p>Water Production: Ensure production of high quality, safe potable drinking water and adequacy of availability of supplies to serve fire flows and community needs at all times. Ensure that water treatment facilities and related infrastructure are properly maintained/replaced/upgraded to ensure uninterrupted production of a safe water supply. Manage the District's raw water sources (in collaboration with Distribution) to understand conditions/status and to determine availability and timing of use.</p>	<p>Water Delivery: Ensure delivery of high quality, safe drinking water; that distribution and related infrastructure is properly maintained /replaced/upgraded to ensure that water can be delivered safely and at adequate volumes and pressures; that fire flows are maintained at all times; that backflow program is in place and adequately staffed to avoid incidents of backflow in the water system. Collaborate with Treatment on the management of the District's raw water sources to understand conditions/status and to determine availability and timing of use.</p>
	<p>Regulatory Compliance: Ensure that the District is in compliance with all applicable laws, health codes, regulations, policies, and procedures and water quality and other assurance standards. Oversee required treatment plant sampling protocols and reporting. Prepare monthly DDW and other required regulatory reporting. Stay abreast of new legislation, regulations and guidelines as well as new technologies and industry trends; identify opportunities for improvements and efficiency and effectiveness of operations.</p>	<p>Regulatory Compliance: Ensure that the District is in compliance with all applicable laws, health codes, regulations, policies, and procedures and water quality and other assurance standards. Oversee required distribution system sampling protocols and reporting. Prepare regulatory reporting as required. Stay abreast of new legislation, regulations and guidelines as well as new technologies and industry trends; identify opportunities for improvements and efficiency and effectiveness of operations.</p>
	<p>Staff Training and Safety: Ensure that all operations staff are adequately trained/cross trained on WTP and distribution operations safety, chemical dosing, SCADA, lab sampling, etc. Ensure a safe working environment; compliance with mandated safety rules including by OSHA and other regulatory agencies.</p>	<p>Staff Training and Safety: Ensure that all operations staff are adequately trained/cross trained on WTP and distribution operations safety, chemical dosing, SCADA, lab sampling, etc. Ensure a safe working environment; compliance with mandated safety rules including by OSHA and other regulatory agencies.</p>
	<p>Provide Human Resource development and staff support by fostering a high-performing team and implementing strategies that support collaboration, communication, leadership training, and continuous improvement. Identify future resource needs of the Water Treatment-focused staff as well as requirements for operator cross training with Distribution.</p>	<p>Provide Human Resource development and staff support by fostering a high-performing team and implementing strategies that support collaboration, communication, leadership training, and continuous improvement. Identify future resource needs of the Distribution-focused staff as well as requirements for operator cross training with Water Treatment.</p>
	<p>Capital Improvement Planning/Asset Management and Record keeping: Identify, prioritize, and plan for the District's near-term and long-term capital needs in collaboration with the General manager. Maintain asset management records and ensure adequacy of record keeping, both from a regulatory and best management practice perspective.</p>	<p>Capital Improvement Planning/Asset Management and Record keeping: Identify, prioritize, and plan for the District's near-term and long-term capital needs in collaboration with the General manager. Maintain asset management records and ensure adequacy of record keeping, both from a regulatory and best management practice perspective. Play key role in plan reviews of new construction and remodels, subdivision developments, main line extensions, including reviewing and approving infrastructure requirements and performing inspections.</p>

	Water Treatment	Water Distribution
Priorities	Capital Project Management/Implementation: Project manage implementation of CIP including projects impacting water treatment facilities and related infrastructure (and in coordination of with Distribution Operations). Prioritize, coordinate and participate in the engineering design and plan reviews; environmental and other regulatory permitting; construction management and field inspections. Ensure adherence to BMPs, specifications, established policies and sound engineering practices.	Capital Project Management/Implementation: Project manage implementation of CIP including projects impacting distribution and related infrastructure (and in coordination of with Distribution Operations). Prioritize, coordinate and participate in the engineering design and plan reviews; environmental and other regulatory permitting; construction management and field inspections. Ensure adherence to BMPs, specifications, established policies and sound engineering practices.
	Agency Liaison, Public Outreach and Customer Service: Serve as key liaison with local city and county agencies, state and federal agencies as required. Conduct public outreach as situations require; respond to public inquiries including customer questions and complaints. Represent the District in a professional manner, communicate effectively while demonstrating respect and empathy. Attend District Board of Directors meetings and prepare presentations as required.	Agency Liaison, Public Outreach and Customer Service: Serve as key liaison with local city and county agencies, state and federal agencies as required. Conduct public outreach as situations require; respond to public inquiries including customer questions and complaints. Represent the District in a professional manner, communicate effectively while demonstrating respect and empathy. Attend District Board of Directors meetings and prepare presentations as required.
	Emergency Planning: Ensure and coordinate emergency planning, including identifying and assessing risk areas., understanding potential hazards, determining resource needs and staff response procedures during emergencies. Participate/organize risk and resiliency assessments, ERP updates, and planning (including EPA and other regulatory agency requirements) and County OEM activities including Local Hazard Mitigation Planning and multi-agency emergency planning activities. Identify specific areas of risk with the District's infrastructure given various emergency scenarios (e.g. earthquake, fire, tsunami) and conduct tabletop exercises and staff emergency response training.	Emergency Planning: Ensure and coordinate emergency planning, including identifying and assessing risk areas., understanding potential hazards, determining resource needs and staff response procedures during emergencies. Participate/organize risk and resiliency assessments, ERP updates, and planning (including EPA and other regulatory agency requirements) and County OEM activities including Local Hazard Mitigation Planning and multi-agency emergency planning activities. Identify specific areas of risk with the District's infrastructure given various emergency scenarios (e.g. earthquake, fire, tsunami) and conduct tabletop exercises and staff emergency response training.
Certifications	T4, D4	T2, D3 (prefer D4), Backflow Tester, Cross Connection Specialist
# of Staff	4 (1 Direct, 3 Indirect)	8 (1 Direct, 7 Indirect)
DDW Primary Contact / Water Quality	Serve as the primary District contact to DDW assigned representative and signs off on all state regulatory reporting . Position is shown as the " chief " treatment operator listed in the EAR reponsible for water quality, water treatment operations at the state level.	Position is shown as the " chief " distribution operator listed in the EAR reponsible for distribution at the state level.

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
WATER TREATMENT OPERATIONS MANAGER**

CLASS TITLE: WATER TREATMENT OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, manages, coordinates and directs the daily operations and maintenance of the District's two water treatment plants, pump stations and related infrastructure to ensure production of high quality, potable water and adequacy of available of supplies to serve fire flows and community needs at all times. Ensures that water treatment facilities and related infrastructure are properly maintained, replaced or upgraded to ensure uninterrupted production of a safe water supply. Manages the District's raw water sources in collaboration with Distribution to understand conditions/status of water supplies and to determine availability and timing of use; Serves as a primary liaison to regulatory and other agencies and prepares and submits water quality and regulatory reporting as required. Oversees the District's water treatment plant sampling and water quality programs to ensure compliance with all applicable laws, regulations, policies and procedures and quality assurance standards. Plans, prioritizes, and schedules capital improvement and maintenance activities; coordinates with the District's engineers, consultants, and Distribution Operations Manager; reviews the work of contractors; provides responsible and complex administrative and operational assistance to the General Manager in areas of expertise, and performs other work as required.

DISTINGUISHING CHARACTERISTICS

This classification is responsible to the General Manager for the operation and administration of the District's water treatment plants and related infrastructure, including ensuring that operations are in conformance with applicable laws and regulations, that subordinate staff are appropriately trained, and that facilities and equipment are properly operated and maintained. The position is responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the District's water treatment plants. The position serves as a specialist, liaison, and advocate for the District, with regular contact and interactions with District staff and consultants; other public agencies; public and private community organizations; regulatory and governmental agencies, and members of the public.

TYPICAL TASKS

Duties may include, but are not limited to:

- Plans, organizes, administers, coordinates, and oversees the operations and activities of the District's two water treatment plants and related facilities while ensuring compliance with all federal, state and local health codes and production of high quality potable water; also ensures adequate water supply for distribution in the system to meet normal and emergency demands. Assists subordinate supervisors in handling operational and technical problems.

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- Attends meetings, conferences, workshops, and training sessions and reviews publications to remain current on principles, practices, technologies, regulations, and new developments and changes in the water industry; identifies opportunities for improvements in operations, processes, and program changes.

Capital Improvement Planning and Implementation, Operations Budgeting, and Asset Management:

- Prepares and administers the O&M budget for water treatment operations; participates in the development of the 10-year Capital Improvement Program; develops long range plans for major District improvement and maintenance projects and prepares reports and recommendations for capital improvements; prepares preventive maintenance and equipment records and schedules; oversees asset management system for water treatment operations and ensures that records are up-to-date; develops specifications for bid purposes; oversees maintenance of water treatment inventory; contacts suppliers to locate and expedite delivery of materials and supplies; coordinates the work of contractors with District operations; and reviews and approves all expenditures for water treatment operations.
- Plans, prioritizes, and coordinates scheduling and project management of the Capital Improvement Program and maintenance of water treatment and related infrastructure. Manages the environmental and regulatory permitting processes as required. Coordinates and participates in the design, engineering, construction and field inspection processes for the Capital Improvement Program and maintenance projects to ensure contractors' compliance with District standards and regulatory requirements; attends pre-construction meetings; performs detailed plan checks of construction and design to ensure adherence to established policy and sound engineering practices.

Regulatory Compliance:

- Ensures that the District is in compliance with all applicable laws, health codes, regulations, policies and procedures and water quality and other assurance standards. Reviews policies, guidelines, and stays abreast of new legislation to ensure that water treatment operations comply with State and Federal standards and laws; inspects water treatment facilities for proper operation and upkeep; keep current on new technologies and industries trends and develops new techniques, policies and procedures to improve efficiency and effectiveness.
- Oversees the required treatment system sampling protocols.
- Prepares monthly DDW and other regulatory reporting. Serves as the primary District contact to DDW and signs off on all state regulatory reporting.

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Emergency Planning:

- Oversees safety training and emergency response training for Water Treatment staff. Contributes to updates of the Emergency Response Plan, Risk and Resiliency Assessments, Local Hazard Mitigation Planning, and other emergency plans and materials as required. Ensures compliance with all District and mandated safety rules including OSHA and other regulations and protocols and ensures security of the District's Water Treatment plants and related infrastructure.

Agency Liaison, Public Outreach, and Customer Service:

- Serves as a primary liaison for the District with DDW and other regulatory and permitting agencies.
- Serve as a key liaison with local city and county agencies including the fire department; state and federal agencies as required. Conduct public outreach as situations require; respond to public inquiries including customer questions and complaints. Represent the District in a professional manner, communicate effectively while demonstrating respect and empathy

Human Resource and General Management:

- Provide Human Resource development and staff support by fostering a high-performing team and implementing strategies that support collaboration, communication, leadership training, and continuous improvement.
- Provides human resource planning for the water treatment operations team, including identifying future resource needs given the changing regulatory environment and requirements. Responsible for the selection of the water treatment staff; evaluates employee performance; counsels employees and recommends disciplinary action if warranted; provides mentoring opportunities and development plans including certification, leadership, and skills training.
- Ensure that all operations staff are adequately trained/cross trained on water treatment and distribution operations including safety protocols, chemical dosing, SCADA, lab sampling, etc.
- Ensures safe operating conditions and working environment and oversees the security of water treatment facilities and related infrastructure. Ensures compliance with all District and mandated safety rules including OSHA and other regulations and protocols.
- Prepares reports and presentations, participates in Board meetings, and assists District General Manager/Assistant General Manager as required.

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CLASS SPECIFICATION
WATER TREATMENT OPERATIONS MANAGER**

EMPLOYMENT STANDARDS

Qualifications

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work and safety procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices, methods, and equipment used in the operation and maintenance of surface water treatment plants and related facilities.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to water treatment and delivering high quality potable water to the District's customers.
- Principles, practices, techniques, equipment and materials for laboratory testing and sampling.
- Water treatment plant equipment; filter profile analysis, sedimentation basin loading, chemical feed equipment; SCADA and knowledge of instrumentation and control systems for plant processes.
- Principles and techniques of capital improvement planning, construction, inspection, funding, and long-term maintenance.
- Recent and on-going developments, current literature, and sources of information related to the treatment and distribution of drinking water.
- Methods and techniques of preparing technical, administrative and staff reports, and general business correspondence.
- District and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service in order to effectively deal with the public, vendors, contractors, and District staff.

Ability to:

- Exercise good judgment, keep calm and make appropriate decisions in emergency situations and under pressure.
- Plan, assign, coordinate, direct and evaluate the work of subordinates engaged in field operations.
- Establish and maintain effective working relations with others.
- Interpret, explain, and apply applicable laws and regulations.
- Prepare clear and concise oral and written reports and procedure manuals.
- Train staff in proper work procedures, safety practices and equipment operation.
- Evaluate water treatment and field operations and procedures and develop techniques and procedures to increase efficiency and effectiveness.
- Read and interpret engineering plans and specifications, manuals, material data sheets, electrical circuit diagrams, GIS and other data and instruct staff in their

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interpretation.

- Estimate equipment, material, and labor needs. Prepare RFP's and/or obtain quotes/bids and negotiate contract terms as required.
- Assist with the planning, administration and monitoring of the O&M budget and Capital Improvement Program.
- Establish and maintain a variety of record-keeping; data management; and asset management and tracking systems (including ESRI, Cityworks, WIMS, Tyler, Laserfiche, and other systems as required.)
- Handle customer service complaints.
- Drive vehicles, such as a pickup truck to District work sites.

Required Licenses:

- Possession of a valid Grade 4 Water Treatment Certificate issued by the State of California.
- Possession of a valid Grade 3 (or higher) Water Distribution Certificate issued by the State of California
- Possession of a valid Class C California State driver's license.

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:

- Specialized training in water treatment and water quality; water transmission and distribution; construction, and maintenance technology and/or college coursework in related fields (such as Engineering, Environmental Sciences, Construction Management.)
- Eight (8) years of increasingly responsible experience in the operations and oversight of water distribution systems including (5) years of supervisory experience.

Environmental Conditions. The position requires frequent visits to District's water treatment plants, facilities and construction sites. Employees 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.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent.

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
DISTRIBUTION OPERATIONS MANAGER**

CLASS TITLE: DISTRIBUTION OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, manages, coordinates and directs the installation, operation, and maintenance of District water transmission and distribution systems, pump stations and storage systems and other District infrastructure. Ensures the delivery of high quality, safe drinking water; that the distribution and related infrastructure is properly maintained, replaced or upgraded to ensure that water can be delivered safely and at adequate volumes and pressures; that the backflow program is in place and adequately staffed to avoid incidents of backflow in the water system. Collaborates with Water Treatment on the management of the District's raw water sources to understand conditions/status of water supplies and to determine availability and timing of use. Plans, prioritizes, and schedules capital improvement and maintenance projects; coordinates with the District's engineers, consultants, and Water Treatment Operations Manager; reviews the work of contractors; administers the District's asset management program; oversees the District's distribution system sampling and water quality programs to ensure compliance with all applicable laws, regulations, policies and procedures and quality assurance standards; provides responsible and complex administrative and operational assistance to the General Manager in areas of expertise; and performs other work as required.

DISTINGUISHING CHARACTERISTICS

This classification is responsible to the General Manager for the administration of the water distribution operations of the District, including ensuring that operations are in conformance with applicable laws and regulations, that subordinate staff are appropriately trained, and that facilities and equipment are properly operated and maintained. The position is responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the District's distribution system. The position serves as a specialist, liaison, and advocate for the District, with regular contact and interactions with District staff and consultants, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

TYPICAL TASKS

Duties may include, but are not limited to:

- Plans, organizes, manages, coordinates and oversees the field operations of the District, including water distribution, infrastructure operation and maintenance; ensures compliance with all federal, state, and local health codes in the delivery of high quality potable water; ensures that the work of the District and its contractors is completed in a timely and acceptable manner and in accordance with applicable laws and regulations and according to District standards; assists subordinate supervisors in handling operational and technical problems; oversees distribution system water

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quality testing program in coordination with water treatment staff.

- Oversees backflow and cross-connection program, ensuring that the program is adequately staffed by properly certified employees and/or contractors, and that the District's program is compliant with state and federal regulations and the District's standards/specifications.
- Attends meetings, conferences, workshops, and training sessions and reviews publications to remain current on principles, practices, technologies, regulations, and new developments and changes in the water industry; identifies opportunities for improvements in operations, processes, and program changes.

Capital Improvement Planning and Implementation, Operations Budgeting, and Asset Management:

- Prepares and administers the O&M budget for distribution operations; participates in the development of the 10-year Capital Improvement Program; develops long range plans for major District improvement and maintenance projects and prepares reports and recommendations for capital improvements; prepares materials, manpower and cost estimates, purchase orders, progress and activity reports; prepares preventive maintenance and equipment records and schedules; oversees asset management system/ESRI to ensure that records are up-to-date; develops specifications for bid purposes; oversees maintenance of inventory; contacts suppliers to locate and expedite delivery of materials and supplies; coordinates the work of contractors with District operations; and reviews and approves all expenditures for distribution operations.
- Plans, prioritizes, and coordinates scheduling and project management of the Capital Improvement Program and maintenance of water distribution and related infrastructure. Manages the environmental and regulatory permitting processes as required. Coordinates and participates in the design, engineering, construction and field inspection processes for the Capital Improvement Program and maintenance projects to ensure contractors' compliance with District standards and regulatory requirements; attends pre-construction meetings; performs detailed plan checks of construction and design to ensure adherence to established policy and sound engineering practices.
- Participates in plan reviews (including new construction and remodels, subdivision developments and main line extensions). Performs a variety of inspection activities; reviews fire sprinklers, hydrant, and backflow applications; inspects new construction projects;

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Regulatory Compliance:

- Ensures that the District is in compliance with all applicable laws, health codes, regulations, policies and procedures and water quality and other assurance standards. Reviews policies, guidelines, and stays abreast of new legislation to ensure that distribution operations comply with State and Federal standards and laws; inspects water treatment facilities for proper operation and upkeep; keep current on new technologies and industries trends and develops new techniques, policies and procedures to improve efficiency and effectiveness.
- Oversees the required distribution system sampling protocols.
- Prepare regulatory reporting as required.

Emergency Planning:

- Oversees safety training and emergency response training for District staff. Work with other agencies to plan tabletop and other emergency response exercises. Manage updates of the Emergency Response Plan, Risk and Resiliency Assessments, Local Hazard Mitigation Planning, and other emergency plans and materials as required. Ensures compliance with all District and mandated safety rules including OSHA and other regulations and protocols and ensures security of District facilities.

Agency Liaison, Public Outreach, and Customer Service:

- Serve as a key liaison with local city and county agencies including the fire department; state and federal agencies as required. Conduct public outreach as situations require; respond to public inquiries including customer questions and complaints. Represent the District in a professional manner, communicate effectively while demonstrating respect and empathy.

Human Resource and General Management:

- Provide Human Resource development and staff support by fostering a high-performing team and implementing strategies that support collaboration, communication, leadership training, and continuous improvement.
- Provides human resource planning for the distribution operations team, including identifying future resource needs given the changing regulatory environment and requirements. Responsible for the selection of distribution staff; evaluates employee performance; counsels employees and recommends disciplinary action if warranted; provides mentoring opportunities and development plans including certification, leadership, and skills training.

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- Ensure that all operations staff are adequately trained/cross trained on water treatment and distribution operations including safety protocols, chemical dosing, SCADA, lab sampling, etc.
- Ensures safe operating conditions and working environment and oversees the security of distribution facilities and related infrastructure. Ensures compliance with all District and mandated safety rules including OSHA and other regulations and protocols.
- Prepares reports and presentations, participates in Board meetings, and assists District General Manager/Assistant General Manager as required.

EMPLOYMENT STANDARDS

Qualifications:

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work and safety procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods, materials, and equipment used in the operation and maintenance of water distribution and transmission facilities and related water infrastructure.
- Applicable federal, state, and local laws, codes, and regulations as well as water industry standards and best practices.
- Principles, practices, techniques, equipment and materials for laboratory testing and sampling.
- Principles and techniques of capital improvement planning, construction, inspection, funding, and long-term maintenance.
- Recent and on-going developments, current literature, and sources of information related to the treatment and distribution of drinking water.
- Methods and techniques of preparing technical, administrative and staff reports, and general business correspondence.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service in order to effectively deal with the public, vendors, contractors, and District staff.

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Ability to:

- Exercise good judgment, keep calm and make appropriate decisions in emergency situations and under pressure.
- Plan, assign, coordinate, direct and evaluate the work of subordinates engaged in field operations.
- Establish and maintain effective working relations with others.
- Interpret, explain, and apply applicable laws and regulations.
- Prepare clear and concise oral and written reports and procedure manuals.
- Train staff in proper work procedures, safety practices and equipment operation.
- Evaluate field operations and procedures and develop techniques and procedures to increase efficiency and effectiveness.
- Read and interpret engineering plans and specifications, manuals, material data sheets, electrical circuit diagrams, GIS and other data and instruct staff in their interpretation.
- Estimate equipment, material, and labor needs. Prepare RFP's and/or obtain quotes/bids and negotiate contract terms as required.
- Assist with the planning, administration and monitoring of the O&M budget and Capital Improvement Program.
- Establish and maintain a variety of record-keeping; data management; and asset management and tracking systems (including ESRI, Cityworks, WIMS, Tyler, Laserfiche, and other systems as required.)
- Handle customer service complaints.
- Drive vehicles, such as a pickup truck to District work sites.

Required Licenses:

- Possession of a valid Grade 3 Water Distribution Certificate issued by the State of California; provided, however, that if no subordinate possesses a Grade 4 Water Distribution Certificate, the incumbent of this position must possess such.
- Possession of a valid Grade 2 Water Treatment Certificate issued by the State of California.
- Possession of a valid Class C California State driver's license.

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:

- Specialized training in water transmission and distribution, water treatment and water quality; construction, and maintenance technology and/or college coursework in related fields (such as Engineering, Environmental Sciences, Construction Management.)
- Eight (8) years of increasingly responsible experience in the operations and oversight

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
DISTRIBUTION OPERATIONS MANAGER**

of water distribution systems including (5) years of supervisory experience.

Environmental Conditions. The position requires frequent visits to District facilities and construction sites. Employees 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.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent.

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
CUSTOMER SUPPORT SPECIALIST**

DEFINITION

Under general direction, supports a variety of customer-focused District functions; manages systems and process improvement projects related to areas of responsibility; analyzes policies and related processes and makes recommendations for improvements; creates and maintains process documentation; develops reporting in support of District operations; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single-position classification responsible for analytical work, process development and administration, time-sensitive customer support, and management reporting for internal customers as well as reporting that is compliant with regulatory requirements. Reports to the Assistant General Manager – Finance and Administration and will also receive direction from the General Manager and Administrative Services Manager. This position requires the ability to work independently and is expected to identify and act upon opportunities to improve policies, processes, reporting, and analytical functions. This class is distinguished from the Administrative Services Manager and Assistant General Manager – Finance and Administration roles in that the latter positions have a broader set of administrative and supervisory responsibilities. The Customer Support Specialist will provide direction and guidance to District staff but will not have direct reports. The Customer Support Specialist will be called upon from time to time to assist the Customer Service team when work volume exceeds the capacity of that team.

EXAMPLES OF DUTIES

Duties may include, but are not limited to:

- Administration of the Crystal Springs Program (CSP) for uninstalled connections
 - Communicate verbally and in writing with district staff, applicants, and property owners regarding CSP connections.
 - Work with property owners and district legal counsel to administer the Water Transfer Program.
 - Process water transfer applications, including recording notices and generating final accounting for each transfer.
 - Process purchase agreements involving priority water connections, including accounting overview.
 - Prepare staff reports as necessary for water transfers.
 - Organize, scan and file CSP records as necessary.
- Water Service Agreement management for mainline extensions.
- California Coastal Commission Reporting for the El Granada Pipeline
- Building and Planning review. Enter projects from the City and County Planning and Building agencies, ensuring all information is recorded properly. Work closely with Water Resource Analyst (or designated reviewer of plan reviews).

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
CUSTOMER SUPPORT SPECIALIST**

- Creation and maintenance of policies and procedures manuals related to transfers, water service agreements, planning reviews, ESRI-based reporting, and other areas of responsibility.
- ESRI Subject Matter Expert (SME) for the Administration team.
 - Assist with maintaining ESRI as the District's sole GIS system of record
 - Provide support of on-going regulatory and operations-oriented reporting in coordination with the Distribution team.
- May include on-going board-level reporting of District operating statistics.
- Customer Service – while not a core responsibility, may assist customers when Customer Service staff are busy and/or provide guidance to customer service staff when needed.

MINIMUM QUALIFICATIONS

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required qualifications would be: a Bachelor's degree from an accredited college or university with major coursework in business administration, environmental science, public administration, or related field, and five-plus years of increasingly responsible, related job experience.

Licenses: while not required, possession of a valid Grade 2 Water Treatment Certificate and a valid Grade 2 Water Distribution Certificate issued by the State of California will be helpful in support of regulatory reporting processes.

Knowledge of:

- Process development, including documentation, implementation, and on-going maintenance.
- The principles and methods of project management.
- GIS and Asset Management applications and techniques.
- Enterprise Resource Planning (ERP) financial applications.
- Methods and techniques used in reporting to various audiences.
- Applicable federal, state, and local laws, regulatory codes and ordinances, and District policies and procedures related to areas of responsibility.
- Record keeping practices.
- Office software applications.
- Contract administration.
- Basic mathematics.

Ability to:

- Properly manage extremely confidential and sensitive information.
- Prepare and effectively communicate recommendations based on research and analyses.

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
CUSTOMER SUPPORT SPECIALIST**

- Implement, document, and maintain processes that comply with regulatory, operational, and other requirements.
- Collect, analyze, and summarize data using appropriate software applications.
- Interpret, explain and apply applicable laws and regulations.
- Understand the District's water systems and structure, pricing methodologies, and other practices and processes and apply that knowledge to areas of responsibility.
- Evaluate administrative operations and processes and develop and implement recommendations to enhance efficiency and effectiveness.
- Prepare clear and concise oral and written reports and procedure manuals.
- Establish and maintain effective working relations with others.
- Train co-workers in proper work procedures.
- Understand and interpret plans and specifications pertaining to areas of responsibility.
- Deal tactfully with the public, staff from other governmental agencies, vendors, and others when providing or requesting information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Exercise good judgment, keep calm and make appropriate decisions under pressure.
- Handle customer service complaints.
- Schedule work and determine priorities.
- Understand and follow oral and written instructions.
- Perform mathematical calculations.

Physical Requirements:

Incumbent must be able to function in an office environment in work primarily of a sedentary nature, and be able to perform the following, with or without reasonable accommodation:

- Hear and distinguish sounds, such as the voice of workers in noisy environments and the sounds of operating equipment.
- Sit, often for long periods of time
- Utilize vision, hearing and speech
- Utilize manual and finger dexterity
- Turn head and trunk
- Move about on smooth surfaces
- Stand
- Lift and carry maximum 35 pounds
- Reach, twist and bend

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Each incumbent does not necessarily perform all duties.

Previous Title: n/a – this is a new classification

DRAFT Customer Support Specialist

Effective: _____

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