

WATER CONSERVATION WORKER I/II

DEFINITION

To perform a variety of duties in support of the water conservation division to include water leak investigations, water use efficiency surveys, water waste patrols, high water use investigations, and extensive public contact.

DISTINGUISHING CHARACTERISTICS

Water Conservation Worker I-This is an entry level class in the Water Conservation Worker series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. This class is distinguished from the Water Conservation Worker II class by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning the job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Water Conservation Worker II-This is the full journey level class in the Water Conservation Worker series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Water Conservation Worker I

Receives immediate supervision from the Water Conservation Specialist.

Water Conservation Worker II

Receives general supervision from the Water Conservation Specialist.

EXAMPLES OF ESSENTIAL DUTIES- Duties may include, but are not limited to, the following:

Respond to customer inquiries and complaints regarding excessive watering, water waste, and general water conservation questions including rebates and programs.

Perform field investigations of high water use complaints, water leak investigations and conduct water use efficiency surveys on residential, institutional, and small commercial customer accounts.

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Conduct water waste patrols and provide routine field service in support of the Water Conservation division including the delivery of door hangers, literature distribution, and special service orders.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service; tactfully responds to citizen inquiries and complaints.

Assist with community outreach events.

May use a computer to enter and retrieve information related to work assignments and recordkeeping.

Performs related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Water Conservation Worker I

##### Knowledge of:

Uses and purposes of general materials, tools and equipment used in water system operation and maintenance; safe work practices.

Water conservation methods and techniques including basic landscape design and installation; basic understanding of irrigation systems; basic understanding of interior plumbing systems; and general computer skills.

##### Ability to:

Learn how to perform required inspections related to water use efficiency surveys, utilize equipment operation manuals and manufacturer specifications.

Learn policies and regulations regarding water conservation; learn geography and street locations of the City.

Understand and carry out written and oral directions; maintain accurate and up-to-date records; complete forms clearly and in detail; perform basic arithmetic calculations.

Learn to identify water system irregularities and recommend how they can be corrected; work outdoors in all types of weather; walk long distances.

Establish and maintain effective working relationships with those contacted in the course of work, including other City departments.

On a continuous basis, be able to learn all aspects of the job; learn, understand, interpret and explain departmental and program policies, procedures, rules, codes and operational procedures; explain regulations, procedures, programs and services to the general public; observe safety rules; and act as representative of the water division.

Intermittently, learn to analyze problematic water/drainage systems and equipment; identify safety hazards; interpret work orders; explain systems and equipment issues to staff and customers; sit at desk; twist to reach equipment or materials surrounding desk; stand, walk, balance, stoop, kneel, and bend while performing field inspections; assess hazards associated with entering private residences, residential yards and businesses; lift and carry materials and equipment necessary to support public events weighing up to 40 lbs; use telephone and write or use keyboard to communicate through written means.

Experience and Training:

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Experience:

Six months experience in operation and maintenance of a water distribution system, irrigation system management, or water conservation program. Experience in public relations is desirable.

Training:

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade.

License or Certificate:

Possession of, or ability to obtain, an appropriate and valid California driver's license.

Water Conservation Worker II

In addition to the qualifications for Water Conservation Worker I:

Knowledge of:

Methods, materials, tools and equipment used in water system operation and maintenance; safety principles and practices; record keeping.

Water conservation methods and techniques including basic landscape design and installation; irrigation systems and interior plumbing systems; and general computer skills.

Ability to:

Perform required inspections related to water use efficiency surveys, utilize equipment operation manuals and manufacturer specifications.

Understand policies and regulations regarding water conservation; identify water system irregularities and recommend how they can be corrected.

Work independently and exercise sound judgment.

On a continuous basis, know and understand all aspects of the job; know, understand, interpret and explain departmental and program policies, procedures, rules, codes and operational procedures.

Intermittently, analyze problematic water/drainage systems and equipment; identify safety hazards; interpret work orders; explain systems and equipment issues to staff and customers.

Experience and Training:

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Experience:

Two years of increasingly responsible experience in operation and maintenance of a water distribution system, irrigation system management, and/or water conservation program similar to that of a Water Conservation Worker I in the City of Roseville.

Training:

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade.

License or Certificate:

Possession of, or ability to obtain, an appropriate and valid California driver's license.

A DOHS Water Distribution D-2 Certificate and a Certified Landscape Irrigation Auditor (CLIA) Certificate issued by the Irrigation Association must be completed within the first year of employment.

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