

CITY OF BIG BEAR LAKE

CLASS SPECIFICATION

Class Title: Water Conservation Technician

Class Code Number: 0081

Position Designation: Technical/General

Division: DWP

General Purpose of Position

The purpose of this position is to educate and investigate potential violations in the community related to the City's water conservation effort. The Water Conservation Technician is an entry level, training position that works under direct supervision, to educate the public on the City's water conservation plan and to assess fines as necessary.

RESULTS STANDARDS

Results Standards set guidelines for the quality and correct procedure expected when performing any task for the City of Big Bear Lake

- I. Customer Service:**
Government service is provided in a professional and effective manner with an emphasis on responsiveness and accessibility to both employees and the public.
- II. Community Relations:**
Community relations are enhanced through effective communication with the community and by way of the professional and exemplary conduct of each City employee.
- III. Professionalism:**
Job duties are consistently performed in a legal and ethical manner consistent with the code of conduct and standards applicable and appropriate to the position and particular specialized area.
- IV. Production:**
Employee labor products are of high quality and are produced in a timely and cost-effective manner.
- V. Critical Thinking:**
Decisions are made utilizing appropriate problem identification, analysis, and evaluation processes with a continual emphasis on innovation, ethics, and professionalism.
- VI. Teamwork:**
Goals common to the organization are achieved through cooperation, coordination, and the development of professional relationships.
- VII. Professional Development:**
Employees are empowered to perform their jobs at the highest level and are encouraged to improve both personally and professionally. The overall quality of professionalism in the organization is improved through commitment, training, involvement, and education.
- VIII. Leadership:**
Efficiency, effectiveness, and teamwork are promoted by all employees. The values of the City are properly communicated through the behavior of organizational leaders in a manner appropriate to their position.

FORMAT

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Result Statements: (in bold) describe common results expected of the Division or results specific to a particular position.

Performance Standards (preceded by a ♦) describe the specific manner in which the associated Result Statement is achieved by this position. Multiple Performance Standards can be associated with each Result Statement and define the expectations for employee performance.

- A. All residential, industrial, and commercial areas are provided with water conservation education.**
 - ♦ Support is provided as directed by the General Manager.
- B. Water conservation activities are carried out to meet the departmental goals.**
 - ♦ Support is provided as directed by the General Manager.
- C. Enforcement activities are carried out to ensure compliance with all policies and procedures, to mitigate complaints, and to educate all water users.**
 - ♦ Notifications of violations are prepared and delivered in a timely manner.
 - ♦ Active cases are reviewed on a regular basis and cleared in an expedient manner.
 - ♦ Potential violations are addressed proactively through educating property owners and the general public on proper water conservation techniques.
 - ♦ Compliance files are maintained in an orderly manner.
 - ♦ Summary reports, analyses, and studies are prepared and presented to appropriate parties.
- D. Water conservation complaints are responded to in a timely manner in order to correct problems promptly.**
 - ♦ Violation complaints are investigated in a timely manner.
 - ♦ Responsible parties are notified of violations in accordance with City procedure.
 - ♦ Violation issues are resolved informally through education and consultation whenever such action is appropriate.
 - ♦ Proper documentation is prepared and maintained on all water conservation cases.
 - ♦ Appropriate correspondence and documentation is prepared and presented in all water conservation violation cases.

Qualifications

Education: A high school diploma or equivalent is required. An associate's degree in Water Resources, Conservation or related field is preferred.

Experience: One year related experience is required.

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Knowledge, Skills, Abilities, and Personal Characteristics

The individual should possess a comprehensive knowledge of water conservation and customer service skills.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have good verbal and written communication skills, work well under pressure, be proactive, flexible, and cooperative. The individual should also be accurate, timely, and discreet.

Physical Requirements

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone, and other standard office machines. This position requires extended periods of walking, standing, and driving.

Tools

This position requires the use of a PC, word processing, and spreadsheet software, and standard office equipment.

Work Environment

This position requires both indoor and outdoor work. Work indoors is performed in an office and involves exposure to moderate levels of noise. Outdoor conditions vary from hot to extremely cold temperatures. Outdoor work could involve exposure to sun, wind, rain, snow, and high levels of noise.