

CITY OF BIG BEAR LAKE

CLASS SPECIFICATION

Class Title: Water Conservation Specialist

Class Code Number: 0096

Position Designation: Technical/General

Division: DWP

General Purpose of Position

The purpose of this position is to assist with the implementation of community water conservation program and specifically coordinate the Retrofit on Resale and Demand Offset programs. This position will be primarily supervised by the Principle Administrative Analyst.

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:

Customer 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.

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FORMAT

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.

- Present educational water conservation programs to schools, civic organizations, homeowner associations and other community groups.
- Develops and performs public presentations regarding water conservation.
- Provide water conservation direction to customers, contractors, and landscapers as needed.

B. Water conservation activities are carried out to meet the departmental goals.

- Assist in the development, implementation, and evaluation of water conservation programs associated with the adopted Water Management Plan.
- Assist in the development of water conservation goals.
- Assist in the development and implementation of water conservation programs.

C. Enforcement activities are carried out to ensure compliance with all policies and procedures, to mitigate complaints, and to educate all water users.

- Performs water audits for residential, commercial, and industrial accounts for conservation purposes.
- Monitor and investigate customer irrigation runoff and work with customers and landscapers to ensure compliance with the landscape ordinance and other related ordinances.
- 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.

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- 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.
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Qualifications

- Education:** A high school diploma; A Bachelor's degree, in a related field is preferred.
- Experience:** Six months of experience in a water conservation program, covering both indoor and landscape water conservation issues. A working knowledge of and ability to identify landscape plants that are cold and drought tolerant and be proficient with Xeriscape practices and methodologies.

Knowledge, Skills, Abilities, and Personal Characteristics

Applicants must be able to implement community water conservation programs and activities working independently after receiving instructions from the Water Conservation Coordinator or Senior Staff. Duties include, but are not limited to, performing water audits for homes and businesses, interact knowledgeably with local nurseries and landscape contractors on irrigation and landscape issues, coordinate the Retrofit on Resale and Demand Offset programs, and have a thorough knowledge of MS Windows and MS Office software applications.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have excellent verbal and written communication skills, work well under pressure, be proactive, flexible, and cooperative. The individual must be accurate, timely, discreet and able to maintain confidentiality on appropriate issues.

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 may require 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.

Tools

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

Work Environment

Approximately two thirds of the work for this position will be performed indoors in an office and involve exposure to moderate levels of noise. Approximately one third of the work will be outdoor work contacting nurseries, landscape contractors, businesses, and residential customers. Outdoor conditions vary from hot to extremely cold temperatures. Outdoor work may involve exposure to wind, rain, snow and high levels of noise. Applicants must be able to maintain composure, act professionally, and convey department policy when customers express their dissatisfaction with one or more of the department's policies or actions.