San Juan Water District
9935 Auburn-Folsom Road
Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

# Conservation Technician I

## Position Description

**Status:** Non-Exempt

**Supervisor:** Customer Service Manager

**Effective Date:** December 1, 2013

**Distinguishing Characteristics**

Positions in this class typically have limited related work experience and work under supervision while learning job tasks or as part of a team with Conservation Technician II personnel. Positions in this class are normally filled by advancement from the Conservation Assistant level. This position is distinguished from the Conservation Technician II position by the performance of less than the full range of duties and certification requirements assigned to the II level. Under supervision, this position performs a variety of assigned duties related to the District's comprehensive water efficiency programs and projects. Individuals may advance to the Conservation Technician II position after gaining one additional year of experience, obtaining required certifications, completing job related training courses, and demonstrating on the job performance, proficiency and competency.

**Supervision Received and Exercised**

Receives general supervision from the Customer Service Manager. Does not provide supervision to others.

**Essential Duties** - *Duties may include, but are not limited to, the following:*

- Assist Conservation Technician II audit-certified personnel with conducting routine residential and non-residential water audits; assist with documenting the results of water audits and follow up with customers on water efficiency recommendations.
- Update CIMIS data monthly and assist Tech II with preparation and mailing of water budget letters.
- Track and respond to reports of water waste and inefficiency issues; provide explanation to customers on detection of leaks; assist customers in investigation of reported water use problems; recommend general irrigation schedules and other methods to eliminate water waste; provide advice regarding installation of water-saving devices.
- Investigate high water use by individual customers and assist customers with taking water efficiency measures.
- Act as a District representative on water conservation issues for the community; coordinate community conservation awareness programs; provide assistance to the public related to water conservation questions, issues and product inquiries.
- Participate in regional water conservation efforts and planning.
- Maintain library of water conservation material and products. Distribute water-saving devices, educational brochures and other materials to new and existing customers.

- Schedule appointments for landscape irrigation reviews and rebate programs; inspect installation of materials and products to determine rebate eligibility, assist with landscape irrigation reviews as requested by District customers.
- Respond to customer inquiries or complaints and provides assistance regarding irrigation or water use problems.
- Contribute to upkeep of the District's Water Efficient Landscape (WEL) Garden as needed, which may include repairing/replacing irrigation systems, weeding, pruning, planting and tree trimming. Read the Garden meters and adjust irrigation schedules, as required.
- Assist with managing the District's rebate programs and keep statistical data for budgeting and reporting requirements.
- Assist with managing the District's school education programs separately, and in cooperation with participating wholesale agency customers.
- Provide backup for Customer Service positions when required, including obtaining meter reads for billing purposes, answering phones, assisting walk-in traffic, and updating customer information records.
- Conduct monthly safety inspections of Administration building and vehicles, maintain and monitor heat prevention log, and report unsafe practices in writing to supervisor.
- Promote good water management practices.
- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned.

**Minimum Qualifications**

*Knowledge of:*

- English usage, grammar, spelling and punctuation.
- Modern office procedures, methods and computer equipment, including Microsoft Office programs.
- Principles and practices of customer service.

*Ability to:*

- Speak effectively to various audiences.
- Deal tactfully and courteously with the public.
- Write routine reports and correspondence.
- Perform basic mathematical functions.
- Keep accurate records.
- Work a flexible work schedule including an occasional weekend and evening.
- Learn to analyze problems, identify and locate causes of water inefficiency.
- Work outdoors in all weather conditions with exposure to dust, dirt, water and significant temperature variations.
- Read and interpret street maps and remember property locations.
- Understand the district's distribution map book and interpret their symbols.
- Assist with conducting residential and commercial water surveys and water audits.
- Learn to organize and analyze technical data and information related to water conservation and distribution.
- Learn to install water saving devices.
- Learn principles of landscape design, installation and maintenance of irrigation products.
- Common office computer software programs, particularly Microsoft Word, Excel and Outlook.
- Initiate, observe and maintain effective safety practices.
- Enforce District's water conservation stages during a drought in accordance with District Ordinance.

- Establish and maintain effective working relations with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

*Education, Experience, Licenses and Certifications:*
Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

*Required:*

- High school diploma or equivalent, supplemented by public speaking, communication, technical writing, horticulture, irrigation, landscape design or related courses.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Proof of good driving record.

*Desirable:*
Any combination of education and experience which would likely provide the desired knowledge and abilities is acceptable. A typical way to obtain the knowledge and abilities would be:

- One (1) year to three (3) years progressively responsible experience in landscape irrigation or plumbing. An Associate Degree from an accredited college with major coursework in landscape irrigation or related field may be substituted for experience.
- State of California Water Distribution Operator Certification Grade 1.
- Ability to obtain Certified Landscape Irrigation Auditor (CLIA) certificate issued by the Irrigation Association within one year of employment.

**Physical Capabilities:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform functions.

| *Physical Requirements* | *Rarely (0-12%)* | *Occasionally (12-33%)* | *Frequently (34-66%)* | *Regularly (67-100%)* |
|---|---|---|---|---|
| Seeing | | | | √ |
| Hearing | | | | √ |
| Standing/Walking | | | | √ |
| Climbing/Stooping/Kneeling | | | | √ |
| Lifting/Pulling/Pushing | | | | √ |
| Sitting | | √ | | |
| Approximate Maximum Weight to Lift | 50 Pounds | | | 25 Pounds |
| Fingering/Grasping/Feeling | | | | √ |
| Describe Working Conditions | 75 Percent Outdoors in all weather conditions, 25 Percent Indoors | | | |