



## **TAHOE CITY PUBLIC UTILITY DISTRICT**

### **Job Description**

**Job Title:** Water Conservation Technician  
**Department:** Governance and Support Services  
**Supervised By:** Chief Financial Officer  
**FLSA Status:** Exempt or Non-Exempt  
**Revised as of:** May 2015

### **JOB SUMMARY**

To perform a variety of complex and specialized duties to monitor water use; to function as a liaison between the customers and other District departments by answering questions and solving complicated and/or sensitive problems; and to perform a variety of technical tasks relative to assigned area of responsibility as it pertains to water conservation.

### **DISTINGUISHING CHARACTERISTICS**

The Water Conservation Technician is a seasonal professional classification. Incumbents work under general supervision.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Chief Financial Officer.

### **ESSENTIAL FUNCTIONS**

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Perform specialized and detailed work in the review and processing of various water customer accounts.
- Ensure the integrity of data and information related to area of assignment, which includes water use by customer.
- Analyze and reconcile a variety of water customer's accounts to determine if notices, warning, or penalties will need to be assessed.
- Prepare, compile, tabulate and maintain data and complex documents; assist with preparing statistical and operational reports, statements and records for water customers.
- Track, evaluate and respond to conservation complaints.
- Generate, review and categorize data and respond to customer consumption target compliance.
- Perform Conservation Ordinance compliance inspections such as drive-by for irrigation time/day compliance, wet weather irrigation issues, and other general violations or misuse of water.

- Respond to inquiries from the public in person, by telephone, and/or in writing, regarding areas of water conservation and initiate appropriate action to resolve problems.
- Maintain a log of all conservation activities.
- Maintain regular attendance to conduct job responsibilities.
- Establish and maintain effective working relationships with co-workers and all others contacted in the performance of assigned duties.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

## **ADDITIONAL DUTIES AND RESPONSIBILITIES**

- Distribute conservation literature and devices.
- Perform all other duties as assigned.

## **EMPLOYMENT STANDARDS**

### **1. Knowledge of:**

- And proficiency with Excel.
- And proficiency with mail merges or possess aptitude to learn.
- Methods, terminology and practices used in financial and accounting work.
- Principles and practices of routine analytical research.
- Modern office practices, methods, and computer equipment, and software applications.
- Customer service principles and problem resolution techniques.
- And proficiency with Access desired.
- Safe work practices.

### **2. Ability to:**

- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Understand both oral and written instructions and carry out in a positive manner.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Establish, maintain and foster positive working relationships with those contacted in the course of work.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

## **EDUCATION AND TRAINING REQUIREMENTS**

### **1. Education and Experience Requirements:**

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Successful completion of the twelfth grade, to include the ability to read and write at a level required for successful job performance.

Experience: Two (2) years of progressively responsible administrative support experience comparable to that of an Administrative Assistant I with the District.

**2. Certification & Licensing Requirements:**

- Possession of appropriate and valid driver's license and driving record that complies with District policy.

**WORKING CONDITIONS**

Work is performed in a typical temperature controlled office environment subject to typical office noise and conditions. (See detailed Job Analysis for a more complete list of physical and mental requirements.)

**Reviewed by:** 

**Date:** 5/12/2015

**Classified by:** 

**Date:** 5/12/2015

**Approved by:** 

**Date:** 5/12/2015