SOUTH COAST WATER DISTRICT

RECYCLED WATER/CONSERVATION SUPERVISOR

DEFINITION

Under general direction, plans, organizes, supervises and reviews varied activities related to the District’s water recycling and water conservation programs and related programs and projects to ensure compliance with District regulations, ordinances and policies; provides work direction and review to recycled water and conservation staff and personally performs the most complex technical and skilled work in recycled water operation and water conservation; provides responsible and complex administrative and operational assistance to the Operations and Maintenance Superintendent; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations and Maintenance Superintendent. Exercises general and direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the recycled water and conservation class series that is responsible for ensuring compliance with the District’s water recycling and water conservation programs. Responsibilities include providing work training, direction and review to staff, in addition to providing the full range of duties. Incumbents are highly competent in the assessment of customers’ water usage for compliance with recycled water usage regulations, in recommending water conservation techniques, and can perform the most complex activities. This position is distinguished from Operations and Maintenance Superintendent in that the latter has the overall responsibility for all water distribution and wastewater collection service operations, installation, maintenance and repair functions for the District.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

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

- Supervises day-to-day operations of the water recycling and water conservation programs, including selecting staff, providing direction, overseeing staff duties in various areas, providing training, motivation, and evaluation for staff, assigning and scheduling tasks, and analyzing and making recommendations regarding procedures and policies; works with employees to correct deficiencies; implements discipline and termination procedures.
- Participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
- Participates in the development of standardized procedures and methods to improve the efficiency and effectiveness of the District’s recycled water and water conservation programs; continuously monitors and evaluates service delivery methods and procedures and identifies opportunities for improvement; recommends improvements to the Operations and Maintenance Superintendent; implements new procedures and methods.
- Plans, directs, coordinates, and reviews the work plan for the recycled water and water conservation programs; meets with staff to identify and resolve problems; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Assists with the preparation of the department budget; monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in informal bid processes for repair and construction projects as necessary.
- Develops, implements, and enforces a rigid water recycling program and ensures the proper separation of potable, recycled water, piping and sanitary sewer lines.
 Oversees and verifies onsite regulatory compliance of recycled water use sites; conducts cross connection tests on the potable and recycled water systems to verify system separation.
 Oversees and participates in the inspection and monitoring of various commercial and residential sites for compliance with recycled water and water conservation regulations and “best practices,” evaluating possible risks associated with usage habits and activities, informing the customer of possible compliance violations, cost savings and conservation methods, and identifying and troubleshooting equipment problems.
 Reviews plans pertaining to new on-site and off-site recycled water construction with engineering and inspection staff; makes recommendations for updates and changes in area of expertise; observes on-site construction of irrigation systems.
 Conducts large commercial landscape audits and single-family indoor and irrigations assessments as requested; monitors irrigation practices of all users; may perform night inspections of operating systems, notes discrepancies, and discusses results with on-site supervisors.
 Coordinates and oversees the work activities of the District’s leak detection contractor to identify and verify any possible leaks in the water distribution system; prepares reports and maintains documentation on leak detection program.
 Conducts onsite inspections and water testing to verify that the District’s Reservoir Management Systems are operating properly; makes chlorine and ammonia adjustments as needed; tracks all reservoir maintenance activities and coordinates warranty repair issues with outside contractors as necessary.
 Maintains contact with supervisors of maintenance crews; provides information regarding recycled water restrictions and potential hazards.
 Performs a variety of community outreach duties, including targeting residents directly and offering informational surveys and inspections, as well as staffing the District’s water conservation booth at community fairs and other special events.
 Represents the department and the District at various meetings with outside agencies, regulatory agencies, and community groups.
 Prepares a variety of reports for the District and appropriate regulatory agencies and maintains necessary documentation, including taking photos of ordinance violations.
 Ensures that safe work methods are being used and makes appropriate use of related safety equipment as required.
 Confers with other departments on questions regarding matters related to assigned areas of responsibility.
 Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations and procedures; answers questions and resolves concerns.
 Answers inquiries from citizens regarding work performed; maintains accurate records of work performed.
 Performs other duties as assigned.

QUALIFICATIONS:

Knowledge of:

 Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
 Principles, practices and programs related to the District’s water recycling and water conservation programs.
 Practices, methods, equipment, tools, and materials used in the assembly, repair, installation and testing of backflow and cross connection devices.
 Techniques and practices of water conservation.
 Practices and techniques of performing field inspections related to areas of assignment.
 Applicable Federal, State, and local laws, ordinances, regulations, and guidelines related to assigned duties.
 Irrigation system troubleshooting principles and practices.
 Basic principles and practices of budget development, administration, and accountability.
Safety principles, practices, and procedures of water distribution system maintenance, installation, and repair including cross-connection control, equipment, and hazardous materials.

The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.

Modern office practices, methods, and computer equipment.

Computer applications related to the work.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.

Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement and direct all activities related to assigned programs.
- Analyze, interpret, apply, and enforce Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research, and analyze relevant information, develop and present recommendations and justification for solution.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain accurate records and files of work performed.
- Develop and recommend systems and procedures related to assigned operations.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES**

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

**Experience:**

Five (5) years of experience in water conservation theories, techniques, and practices, recycled water operations and inspection, or a related field, including supervisory experience.

**Training:**

Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training or coursework in recycled water, backflow, cross-connection control, water conservation, or a related field.

**License or Certificate:**
- Valid California class C driver’s license with satisfactory driving record.
- Cross Connection Specialist Certificate issued by the American Water Works Association (AWWA).
- Backflow Device Tester Certificate issued by the Orange County Health Care Agency, Division of Environmental Health.
- Water Conservation Practitioner Certificate issued by the AWWA.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in and around recycled water systems and related facilities; possess mobility to work in the field; strength, stamina and mobility to perform light to medium physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds and heavier weights with the use of proper equipment.

**ENVIRONMENTAL ELEMENTS**

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Must be willing to work weekends, holidays, and off-hour shifts for emergency callback response.

*The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*