SOUTH COAST WATER DISTRICT

RECYCLED WATER/CONSERVATION TECHNICIAN

DEFINITION

Under general supervision, performs a variety of 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; assists customers with water usage issues; inspects homes and properties; makes recommendations regarding irrigation systems, landscape selection, and other aspects of water conservation; inspects meters and irrigation systems for high and low water consumption, including identifying potential leaks and erroneous meter reads; answers customer questions and complaints; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Recycled Water/Conservation Supervisor. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This is an experienced-level class in the recycled water and conservation class series responsible for performing a variety of activities designed to aid in the enforcement of the District’s water recycling and water conservation programs. Responsibilities include inspecting and attending to assigned areas in a timely manner, and performing a wide variety of tasks in the investigation, inspection, and testing of assigned systems and facilities. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from Recycled Water/Conservation Supervisor in that the latter is the full supervisory-level class in the series responsible for organizing, assigning, supervising and reviewing the work of assigned staff involved in the water recycling and water conservation programs.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

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

- Inspects and monitors 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.
- Monitors irrigation practices of all users; may perform night inspections of operating systems, notes discrepancies, and discusses results with on-site supervisors.
- Maintains contact with supervisor of maintenance crews; provides information regarding recycled water restrictions and potential hazards.
- Conducts annual and semi-annual cross connection tests on the recycled and potable water on-site systems in compliance with County and State Health Department rules and regulations; prepares and presents a list of violations or discrepancies in writing to the on-site supervisor; follows up and verifies all violations are corrected in a timely manner.
- May perform joint inspections of system start-ups with District Inspector and County and State Health Department representatives.
- Reviews as-built plans on each user site; assists in updating recycled water system sectional maps.
- Maintains filing system for records, inspection reports, letters, form letters, test reports, and other documents.
Performs onsite potable and recycled water irrigation audits, water usage inspections of single family, HOA and commercial establishments; maintains written reports of inspections, violations and corrections.

Communicates with field personnel to stay informed of any changes noted in the field including installation of irrigation systems, pesticide spraying, etc.

Performs indoor and outdoor surveys regarding water usage, irrigation systems; makes recommendations regarding appropriate times and length of landscape irrigation, plant selection, indoor water usage, and other options for water conservation.

Identifies unusual consumption patterns and whether they are related to high water pressure or volume, leakages, and/or erroneous water meter reads.

Assists in 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.

Prepares accurate records and correspondence.

Participates in the implementation of practices and procedures for the District’s water recycling and water conservation programs.

Ensures that all identified sources of over use and waste of water at customer sites are controlled.

Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Principles, practices and programs related to the District’s water recycling and water conservation programs.
- Practices, methods, equipment, tools, and materials used in the 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.
- Record keeping and report preparation techniques and practices.
- Business arithmetic and statistical techniques.
- Safe work methods and safety practices pertaining to the work.
- Basic computer software related to work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and the public.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Operate a variety of equipment, tools, and testing devices used in the testing of backflow and cross connection prevention devices.
- Enforce recycled water regulations and rules through investigation and identification of non-compliance and seek resolution.
- Recognize potential violations of regulatory and legal standards.
- Read, interpret, and apply a wide variety of technical information from manuals, drawings,
Specifications, layouts, blueprints, and schematics.

- Communicate technical information related to recycled water and water conservation activities.
- Make inspections and take surveys of residential and commercial sites to identify water usage issues.
- Make sound recommendations for water conservation related to indoor home water usage, irrigation systems, and landscaping.
- Correctly interpret and apply the policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Develop and maintain accurate logs, reports, and written records of work performed.
- Follow department policies and procedures related to assigned duties.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- 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 the 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:

Three (3) years of experience in water conservation theories, techniques, and practices.

Two (2) years of experience in recycled water theories, techniques, and practices performing compliance inspections of recycled water use sites.

Two (2) years of experience in recycled water theories, techniques, and practices conducting the conversion of commercial potable irrigation systems to recycled water irrigation systems.

Training:

Equivalent to the completion of the twelfth (12th) grade.

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.

PHYSICAL DEMANDS

Must possess mobility to work in the field; operate a motor vehicle and visit various District and community sites; strength, stamina, and mobility to perform site inspections, walk on uneven terrain, climb and descend ladders, and operate varied hand and power tools; 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 residential and commercial 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 50 pounds.
ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, 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

May be required 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.