



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

Conservation Technician I/II

Position Description

Status: Non-Exempt
Supervisor: Customer Service Manager
Effective Date: July 1, 2007

Supervision Received and Exercised

Conservation Technician I - Receives immediate supervision from the Customer Service Manager. Does not provide supervision to others.

Conservation Technician II - Receives general supervision from the Customer Services Manager. Does not provide supervision to others

Primary Function

To perform a variety of duties related to the District's comprehensive water efficiency programs and projects including conducting residential and commercial water audits, distributing water saving devices and educational material and providing basic water conservation advice to consumers; to assist in water conservation public relations efforts; and to provide administrative support.

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

- Conduct routine residential water audits; gather, analyze and interpret water use data and prepare written reports; document the results of water audits and follow up as needed.
- Track and respond to reports of water efficiency 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 eliminated unwanted water waste; install or provide advice regarding installation of water-saving devices.
- Coordinate contract services related to water conservation program implementation; act as the District's representative on water conservation issues for the community; coordinate community conservation awareness programs; provide technical assistance to the public related to water conservation questions, issues and product inquiries.
- Operate and maintain the water conservation public information distribution program; assist public relations firm with articles and publications on water conservation; conduct workshops and make public presentations on water conservation activities; maintain library of water conservation material and products.
- Respond to Master Gardener calls; schedule landscape irrigation reviews and ULFT program; perform landscape irrigation reviews on demand for District customers.
- Direct outside contractor on the maintenance of WEL Garden landscaping.
- Manage Water Bucks and poster contest programs.
- Provide backup for Customer Service Technician and Accounting Technician positions when required.
- Assist in notification of water shut downs.

- 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

Conservation Technician I

Knowledge of:

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

Ability to:

- Speak persuasively to various audiences.
- On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem; identify and locate causes of water inefficiency; interpret work orders; remember property location; and explain jobs to others.
- Intermittently, sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing water audits; perform simple and power grasping, pushing, pulling, and fine manipulation.
- Read and interpret street maps.
- Learn to conduct 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 to perform minor repairs to service connections.
- Learn techniques used in landscape design and installation.
- Proficiently use computers and applicable software.
- Initiate and maintain effective safety practices.
- Establish and maintain effective working relations with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Experience and Education:

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:

Education:

Equivalent to graduation from high school supplemented by public speaking, communication, technical writing, horticulture, irrigation, landscape design or related courses.

Experience:

None required.

License or Certificate:

Possession of, or the ability to obtain and maintain, a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

Possession of a State Certified Landscape Auditor's certification within one year of hire date.

Conservation Technician II

In addition to the qualifications for Conservation Technician I:

Knowledge of:

- Principles and practices of water conservation including residential and commercial water audits.
- Techniques and equipment used in landscape design and installation.
- Department policies and operating procedures.

Ability to:

- Independently conduct residential and commercial water surveys and water audits.
- Organize, analyze and interpret technical data and information related to water conservation and distribution.
- Research and implement state water conservation requirements.
- Independently install water saving devices.
- Coordinate and administer contract service.
- Write articles and informational materials;

Experience and Education:

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:

Education:

Equivalent to graduation from high school supplemented by public speaking, communication, technical writing, horticulture, irrigation, landscape design or related courses.

Experience:

Two years of experience performing duties equivalent to Conservation Technician I with San Juan Water District. Positions in this class are flexibly staffed and are normally filled by advancement from the I level if incumbents have met the minimum qualifications and have demonstrated the ability to perform the responsibilities required at the higher performance level.

License or Certificate:

Possession of, or the ability to obtain and maintain, a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

Possession of a State Certified Landscape Auditor's certification.

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.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				√
Hearing				√
Standing/Walking				√
Climbing/Stooping/Kneeling				√
Lifting/Pulling/Pushing				√
Approximate Maximum Weight to Lift				25 Pounds
Fingering/Grasping/Feeling				√
Describe Working Conditions	50 Percent Indoors and 50 Percent Outdoors			