



San Juan Water District

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Granite Bay, California 95746
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Water Efficiency Technician II

Position Description

Status: Non-Exempt, Non-Safety Sensitive
Supervisor: Customer Service Manager
Effective Date: October 1, 2018

Supervision Received and Exercised

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

Primary Function

Positions in this class perform the full range of technical and outreach duties related to promoting and implementing the District's comprehensive water efficiency programs and projects with minimal supervision and instruction. Positions in this class are normally filled by advancement from the Water Efficiency Technician I level. This position is distinguished from the Water Efficiency Technician I position in that individuals have one or more years of experience, have obtained required certifications and job-related training courses, and have demonstrated on the job performance, proficiency and competency.

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

- Conduct residential and non-residential water audits using catch-can (or latest technically-approved) method; gather, analyze and interpret water use data; prepare written reports for customers with audit results, annual watering schedules, and general recommendations to improve water efficiency; document the results of water audits and follow up with customers as needed.
- Update CIMIS data monthly, measure irrigated areas and prepare water budgets for customer properties, as may be required.
- Evaluate customer water use patterns and survey type, number, and condition of water-using fixtures and appliances.
- Assess landscape water use and recommend general irrigation schedules.
- 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.
- Initiate corrective action under authority of District regulations and within District guidelines.
- Implement Best Management Practices as created by the State.
- Investigate high water use by individual customers and assist customers with taking water efficiency measures.
- Coordinate contract services related to water efficiency program implementation; act as the District's representative on water efficiency issues for the community; coordinate community

efficiency awareness programs; provide technical assistance to the public related to water efficiency questions, issues and product inquiries.

- Participate in regional water efficiency efforts and planning.
- Operate and maintain the water efficiency public information distribution program; maintain library of water efficiency material and products; assist public relations firm with articles, publications, news releases and videos on water efficiency.
- Conduct workshops and make public presentations on water efficiency activities.
- Schedule appointments for landscape irrigation reviews and rebate programs; inspect installation of materials and products to determine rebate eligibility, perform landscape irrigation reviews as requested by District customers.
- Respond to customer inquiries or complaints and provides technical assistance regarding irrigation or water use problems.
- Investigate suspected main, service line, and intract leaks using leak detection equipment and experience. Inform customers of intract and service line leaks that are customer's responsibility. Report main line leaks to Field Services. Follow up as needed.
- Initiate work orders for leaks and broken meters and registers to Field Services.
- Direct consultant on the maintenance of WEL Garden landscaping. 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.
- Manage the District's rebate programs and keeps statistical data for budgeting and reporting requirements.
- Manage the District's school education program 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, maintains and monitors heat prevention log, and reports unsafe practices in writing to supervisor.
- Promote good water management practices.
- Enforce District's water conservation stages during a drought in accordance with District Ordinance.
- 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, particularly Word, Excel and Outlook.
- Principles and practices of customer service.
- Principles and practices of water efficiency including residential and non-residential water auditing.
- Irrigation systems, and principles of gardening.
- Interior residential plumbing devices and practices relevant to water efficiency, including water measurement and flows.
- Techniques and equipment used in landscape design and irrigation systems and the relationships between soil, plants, and water.

Ability to:

- Speak effectively to various audiences.

- Deal tactfully and courteously with the public.
- Effectively represent the District's water efficiency program at functions with the general public and other organizations.
- Write routine reports and correspondence, articles, and informational material.
- Work a flexible work schedule including an occasional weekend and evening.
- Perform basic mathematical functions as well as compute rate, ratio and percent, and draw and interpret bar graphs.
- Analyze problems; identify and locate causes of water inefficiency.
- Read and adjust pressure gauges in accordance with District policy.
- Understand how to operate a fire hydrant.
- 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/or GIS system and interpret symbols.
- Independently conduct residential and non-residential water surveys and water audits.
- Organize and analyze technical data and information related to water efficiency and distribution.
- Distribute water saving devices.
- Perform minor repairs to irrigation systems.
- Understand principles of landscape design, installation and maintenance of irrigation products.
- Proficiently use 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 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.
- Certified Landscape Irrigation Auditor (CLIA) certificate issued by the Irrigation Association.
- State of California Water Distribution Operator Certification Grade 1.

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, plus two (2) years of other education or training in residential plumbing practices, irrigation systems, or water conservation practices equivalent to the Water Efficiency Technician I level; successfully completing job related training courses; and demonstrating on the job performance, proficiency and competency. An Associate Degree from an accredited college with major coursework in landscape irrigation or related field may be substituted for experience.

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				√
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			