



COMPENSATION PLAN

The Mid-Peninsula Water District's (MPWD) Compensation Plan is designed to provide fair and comparable salaries to employees. Total compensation studies will be periodically commissioned to ensure that wages and benefits are competitive with similar utility agencies.

The foundation for the compensation plan is based on the following key principles:

- A. **Pay for Performance** – An MPWD employee earns their compensation. Superior performance equals superior compensation. Personal initiative and creative results will be rewarded.
- B. **Providing Opportunity** – Career opportunities are available, further education and professional development is promoted, and compensation levels are industry competitive.
- C. **Employees are Significant Stakeholders in the MPWD** – It is through collective performance, effort, and contributions—employee and organizational—that positive outcomes are created (e.g., effective leadership, MPWD image sustainability or enhancement, and improved morale).

This Compensation Plan replaces and supersedes all salary plans, revisions, and amendments previously adopted by the MPWD.

MPWD Compensation (Salary) Plan History:

- Salary Plan Amendment adopted September 25, 2025 (Resolution 2025-25)
- Salary Plan Amendment adopted June 26, 2025 (Resolution 2025-15)
- Salary Plan Amendment adopted February 27, 2025 (Resolution 2025-09)
- Salary Plan Amendment adopted July 25, 2024
- Revised Compensation Plan adopted October 26, 2023 (Resolution 2023-27)
- Salary Plan Amendment adopted July 27, 2023 (Resolution 2023-22)
- Salary Plan Amendment adopted March 26, 2023 (Resolution 2023-08)
- Salary Plan Amendment adopted July 28, 2022 (Resolution 2022-21)
- Revised Compensation Plan adopted July 28, 2022 (Resolution 2022-22)
- Revised Compensation Plan adopted February 24, 2022 (Resolution 2022-03)
- Salary Plan Amendment adopted July 22, 2021 (Resolution 2021-22)
- Revised Compensation Plan adopted September 24, 2020 (Resolution 2020-33)
- Salary Plan Amendment adopted July 23, 2020 (Resolution 2020-23)

- Salary Plan Amendment adopted July 25, 2019 (Resolution 2019-17)
- Compensation Plan adopted September 27, 2018 (Resolution 2018-19)
- Salary Plan Amendment adopted October 22, 2009 (Resolution 2009-10)
- Salary Plan adopted March 23, 2006 (Resolution 2006-05)

SECTION 1.0 EMPLOYEE POSITION DESCRIPTIONS

The following MPWD position descriptions are attached collectively as Exhibit A:

- A. Accounting Specialist
- B. Administrative Assistant
- C. Administrative Services Manager
- D. Administrative Specialist
- E. Administrative Supervisor
- F. Cross-Connection Control Specialist
- G. General Manager
- H. Lead Operator
- I. Maintenance Technician
- J. Management Advisor
- K. Management Analyst
- L. Operations Manager
- M. Operations Project Coordinator
- N. Payroll Specialist
- O. Superintendent
- P. Water Resources Coordinator
- Q. Water System Operator

SECTION 2.0 ORGANIZATIONAL CHART

The MPWD Organizational Chart is attached as Exhibit B.

SECTION 3.0 SALARIES

All full-time and part-time employees will be paid within an established salary range.

For new hires, factors considered in establishing the base salary are education, previous work experience, position, grade level, and other relevant factors. The General Manager will assign a base salary within the range established for the appropriate classification under the MPWD Salary Schedule.

For existing employees, adjustments to base salary generally occur as a result of performance evaluation, a promotion, a demotion, or significant increase or decrease in job responsibilities, as well as business circumstances and other relevant factors.

Section 3.1 SALARY SCHEDULES

Salary ranges for represented and unrepresented personnel classifications will be established by the Board of Directors and reviewed annually, and are set forth in the MPWD Salary Schedules attached as Exhibit C.

Section 3.2 ADVANCEMENT WITHIN SALARY RANGE

Salary increases shall be based on merit as established by a record of the employee's performance and shall require recommendation by the Administrative Services Manager or Operations Manager, and approval by the General Manager. No increase in salary shall be automatic merely upon completion of a specified period of service.

Salary advancement shall be capped so as not to exceed any maximum rate established in the salary range for the employee's position.

An employee will be granted five percent (5%) Additional Duty Pay for a maximum of twelve (12) months when an employee is serving in, or training for, a position of a higher classification. The General Manager's approval is required in advance of such an assignment.

Employees that reach the maximum rate of their salary range may be eligible to receive an annual lump-sum payment based on their merit, as reflected in the employee's annual performance review. The payment shall be determined by the established performance-based ranges as set forth in the MPWD Salary Schedules and provided to the employee on or near their annual salary review date. The annual lump-sum payment will not increase the employee's base rate of pay or otherwise affect employee's benefits and compensation.

A salary adjustment may be withheld in case of an unsatisfactory employee performance evaluation.

SECTION 4.0 PERFORMANCE PLAN AND REVIEW

The MPWD's Performance Plan is designed to establish a consistent, equitable, and measurable system for performance-based planning and evaluation.

The objectives are as follows:

- A. Engage the employee so that they know:
 - 1. What is expected; and
 - 2. How expectations are being met; and
 - 3. Ways to improve and enhance performance.
- B. Establish a written record of employee accomplishments, future work expectations, performance objectives, and career goals.
- C. Provide the management tool for objective performance-based planning and review.

Section 4.1 PERFORMANCE EVALUATION PROCEDURES

Employees will be evaluated in writing using the performance criteria form at the following times during their tenure at the MPWD:

- A. At the end of ninety (90) days during the introductory period;
- B. At the end of the six-month introductory period;
- C. At annual performance review;
- D. At any promotion;
- E. At any demotion; and
- F. During a special review which may be performed at any time.

At the beginning of the appraisal period, the Supervisor and/or Manager and employee should meet to discuss the employee's responsibilities and record the performance objectives the employee will strive to achieve during the forthcoming appraisal period.

During the appraisal period, the employee and Supervisor and/or Manager should meet whenever it is appropriate to review progress, discuss ways to improve, and agree on changes that may be needed in direction or responsibilities.

At the end of the appraisal period, the employee should complete their self-assessment of their performance. The Supervisor and/or Manager should evaluate and rate the employee's overall performance and record the employee's key strengths as well as areas where improvement could be a significant influence on the employee's future performance.

Managers will recommend merit increases based on the employee's performance for approval by the General Manager.

SECTION 5.0 MERIT GUIDELINES

Employees that meet the expectations of their jobs or perform above expectations may be eligible to receive an adjustment in salary at the time of their annual performance evaluation. The amount of the merit award will vary according to the employee’s performance contributions and available operational budget.

MPWD MERIT PAY MATRIX

OVERALL PERFORMANCE APPRAISAL RATING	CORRESPONDING SALARY INCREASE
<p>Consistently Exceeds Expectations Employees that provide an exceptional level of performance and service and regularly and substantially exceed job standards and expectations, including performance objectives. They are outstanding performers that work with little to no supervision and generate output that is exceptionally high in quality, quantity, and timeliness. They are self-driven leaders that take initiative and assume a very high level of responsibility for their performance, contribute to the articulation and definition of new programs, processes, and services, and serve as a positive role model for, and active mentor to, other staff. Employees at this level have typically achieved extraordinary results that have readily demonstrable benefits to the MPWD.</p>	4.1% to 5.0%
<p>Exceeds Expectations Employee performance regularly exceeds the work requirements and performance objectives, noticeably above the level of others holding comparable positions, with minimal direction or supervisory follow-up. They exhibit leadership skills and demonstrate the ability to take initiative and excel in their performance. Employees are knowledgeable of MPWD operations and the relationship and duties of related jobs and co-workers. They are fully engaged and excel at teamwork and collaboration.</p>	3.1% to 4.0%
<p>Successfully Meets Expectations Employees that meet and occasionally exceed job standards and achieve performance objectives. Their output is consistent with quality standards and delivered with minimal error or follow-up. Employees are reliably competent, productive, communicative, and understand and support MPWD goals.</p>	1.6% to 3.0%
<p>Partially Meets Expectations/Needs Improvement Employees that do not regularly meet overall expectations or achieve their performance objectives. They occasionally perform below standards but have demonstrated some willingness or ability to improve performance and resolve deficiencies to improve performance. Employees require more than normal supervision to complete assignments and/or additional counseling, training, or experience to meet standards. Employee cannot be relied upon and must improve performance to an effective level within a defined period.</p>	0.0% to 1.5%
<p>Unsatisfactory Performance Employees at this level clearly and consistently fail to meet all or most significant job expectations and/or are limited to the most basic assignments. They may not respond to counseling or training, and/or demonstrate unwillingness or inability to improve. The General Manager may choose to enforce an alternative measure such as demotion, suspension, reduction in pay, or termination to correct deficiencies in employee performance.</p>	0.0%



EXHIBIT A

EMPLOYEE CLASSIFICATION DESCRIPTIONS

ACCOUNTING SPECIALIST

DEFINITION

Under general supervision, the Accounting Specialist performs a variety of complex accounting and financial duties, including accounts payable, accounts receivable, utility billing support, business license coordination, and maintenance of financial and statistical records. This position requires familiarity with generally accepted accounting principles, the ability to work independently, and a strong attention to detail. The Accounting Specialist supports the District's finance and administrative functions and interacts with staff, vendors, and the public in a professional and service-orientated manner.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Administrative Services Manager. Works in coordination with the District Treasurer. May provide technical and functional direction and training to assigned staff as needed.

CLASS CHARACTERISTICS

This is an advanced journey-level, specialist classification within administrative services responsible for performing technical and clerical accounting duties with minimal supervision. The work requires application and interpretation of policies, procedures, and regulations and involves frequent contact with the public and staff. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibilities, working with a high degree of independent judgement, tact, and initiative. Employees research, select, and apply the most appropriate methods to accomplish assigned tasks and handle problems and deviations in work assignments in accordance with established policies and procedures. Completed work is usually evaluated for soundness, appropriateness, and conformity to policy and requirements, and the methods used in arriving at the end results are not usually reviewed in detail.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Process accounts payable and receivable, including verifying invoices, preparing checks, maintaining vendor records, and reconciling statements.
- Enter and post financial data to appropriate ledgers, journals, and databases.
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- Assist in preparation and maintenance of business license records (if applicable).
- Perform bank reconciliations and assist with cash handling, deposits, and balancing daily receipts.
- Support payroll processing by compiling and entering data, verifying time records, and responding to employee inquiries.

- Coordinate with auditors and District Treasurer during financial and operational audits by providing requested documentation and explanations.
- Coordinate with District Treasurer to ensure good governmental accounting practices are being followed.
- Review and recommend improvements to financial procedures to enhance accuracy, efficiency, and compliance.
- Provide training or guidance to staff on financial processes and procedures as needed.
- Support internal controls and compliance activities, including documentation and monitoring of financial policies and procedures.
- Assist with budget preparation and monitoring, including compiling data, tracking expenditures, and preparing variance reports.
- Maintain various financial reports, logs, and filing systems related to finance operations.
- Assist with month-end and year-end closing processes and provide documentation for audits as needed.
- Communicate with vendors, customers, and staff regarding financial transactions and procedures.
- Operate a variety of office equipment, including computers, financial software systems, and spreadsheets.
- Administrative staff are required to deal tactfully with the public and others in providing information and customer service. Some of the duties include but are not limited to receiving and processing payments in person, online or over the phone; creating and terminating customer utility bills; answering the phone and forwarding calls to staff as necessary; collecting and distributing incoming mail.
- Other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Generally accepted accounting principles that apply to governmental accounting and payroll.
- Principles and practices of financial recordkeeping and basic governmental accounting.
- Procedures for processing accounts payable, accounts receivable, and payroll.
- Utility billing systems and related customer service practices.
- Office practices, procedures, and equipment, including Microsoft Office Suite.
- Practices and procedures relating to basic data processing and systems operation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Prepare, analyze, and audit complex data and draw logical and sound conclusions.
- Analyze operational problems and recommend and implement effective corrective measures.
- Apply Federal, State and local laws and regulations pertaining to accounting and auditing work.
- Communicate clearly and concisely, both orally and in writing.
- Work independently and exercise sound judgment within established guidelines.

Education and Experience:

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

Experience: Two years of increasingly responsible public payroll/accounting experience.

Training: Equivalent to a Bachelor's degree from an accredited college or university with major course work in finance, accounting, or business.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of responsible customer support and billing duties related to the establishment and maintenance of customer accounts; provides direct customer service associated with utility payments, requests for service, responding to complaints, and providing information; performs a wide variety of clerical accounting support duties in the preparation, maintenance, and processing of accounts payable transactions and records; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Administrative Services Manager. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level class where incumbents are expected to perform the full range of customer service and clerical accounting support duties and are required to work independently and use sound judgment. The work requires application and interpretation of policies, procedures, and regulations and involves frequent contact with the public. 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 the Administrative Specialist in that the latter is responsible for overseeing all monthly utility billing functions and performs the more complex customer service duties such as determining and approving account adjustments.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Provides front-line customer service support by greeting customers at the front desk or by telephone.
- Responds and provides information to customer inquiries and complaints in person or by telephone; researches, identifies potential causes, and provides recommendations for the resolution of unusual billing situations; and represents the District to callers and visitors in a professional and customer friendly manner.
- Interprets policies and procedures and explains service fees, rates, and procedures to customers; may waive fees under appropriate circumstances and with supervisory approval.
- Receives and processes service requests and transfer orders, sets up and closes accounts, processes “in and out” tags; determines and collects necessary charges and secures legal documents regarding property descriptions and ownership; resolves issues and problems regarding the processing of orders and delinquent accounts.
- Receives, audits, and processes customer payments, balances monies received, and prepares receipts; assists with completing bank deposits and posting payments to customer accounts.

- Receives, stamps, codes, processes, and scans invoices; prepares checks for mailing; maintains records of invoices and check stubs.
- Inputs expense statements into the financial system for payment.
- Assists with District's records retention program including scanning records and files and maintaining a records tracking and maintenance schedule.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies District policies and procedures in determining completeness of applications, records, and files.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in District files.
- Composes, types, formats, and proofreads a wide variety of reports, letters, documents, and correspondence; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Receives, opens, time stamps, sorts, and distributes incoming mail; prepares and distributes outgoing mail.
- Maintains, updates, and retrieves information from District record systems and specialized databases.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and procedures related to accounting for receipts and the maintenance of customer accounts.
- Terminology and practices of financial and account document processing and recordkeeping, including accounts payable and utility billing.
- District policies and procedures related to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic business letter writing and the standard format for reports and correspondence.
- Recordkeeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Respond to and effectively prioritize multiple phone calls and other requests or interruptions.
- Perform detailed customer service and accounting office support work accurately and in a timely manner.
- Balance cash receipts and maintain accurate financial records.
- Make accurate arithmetic, financial, and statistical computations.
- Compose correspondence independently or from brief instructions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

- Interpret, apply, explain, and ensure compliance with applicable District policies and procedures.
- Maintain detailed and accurate records.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and three (3) years of experience in providing general customer service and basic accounting support, and knowledge of work processes and clerical office administration procedures.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 35 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing District policies and procedures.

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under general direction, plans, supervises, coordinates, and reviews the work of staff performing customer service, accounting functions, payroll and benefits, public outreach and information, and administrative support functions; administers human resources; acts as the District Secretary; serves as custodian of records; serves as a liaison and coordinates assigned activities with other District departments and external agencies to ensure compliance with reporting/procedures; works closely with District Treasurer who supports staff accounting functions; provides responsible and complex administrative and operational assistance to the General Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager. Exercises direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the Administrative Services Department. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, regulatory compliance, and program evaluation. Incumbents serve as a professional resource for organizational, managerial, and administrative analyses and studies. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Assumes managerial responsibility for all projects, programs, and activities of the Administrative Services Department, including customer service, utility billing, , public outreach and information, and office management.
- Directs and participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends, within District policy, appropriate service and staffing levels; recommends and administers policies and procedures while ensuring financial, regulatory, and legal requirements are met.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with District standards, including program and project priorities and

performance evaluations; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.

- Manages and administers the Administrative Services budget; participates in the annual and mid-year budgeting processes, including forecasting funds needed for staffing, equipment, and supplies.
- Contributes to the overall quality of the District's service by continuously monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Oversees the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; administers contracts after award.
- Administers the daily human resources functions and activities, including employee benefits administration, recruitment and selection, classification and compensation, employee relations, property and liability insurances, and risk management.
- Supervises all activities related to the District's accounting functions, including accounts payable, accounts receivable, and payroll.
- Plans, directs, and coordinates customer service and utility billing activities; oversees payment processing and electronic bill systems.
- In coordination with the General Manager, oversees the implementation of water conservation and public outreach and information programs, including website content coordination.
- Acts as the District Secretary; attends a variety of meetings; prepares meeting agendas and gathers background information for agenda items; assembles and distributes agenda packets, meeting records, and all enclosures for mailings; sets up meeting rooms; reviews and approves minutes; distributes documents resulting from Board action; prepares legal and informational notices on behalf of the District.
- Provides highly complex staff assistance to the General Manager; develops and reviews staff, financial, and regulatory reports related to assigned activities and services; presents information to the Board of Directors and other external councils, commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to administrative services programs, policies, and procedures.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of administrative services; researches emerging products and enhancements and their applicability to meet District needs.
- Monitors changes in regulations and technology that may affect District operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of budget administration; sound financial management policies and procedures.

- Principles and practices of customer service and utility billing functions.
- Principles and practices of accounting functions, including accounts payable, accounts receivable, and payroll.
- Principles and practices of human resources administration.
- Principles and practices of water conservation and public outreach and information program administration, including website content coordination.
- Principles, practices, and procedures related to public agency recordkeeping and the Board Secretary function.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching administrative services issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Technical, legal, financial, and public relations problems associated with the management of administrative services projects and programs.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with government agencies; community groups; and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex and technical administrative services programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in procedures, policies, or methods.
- Analyze, interpret, summarize, and present administrative and financial information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the District in meetings with governmental agencies; community groups; various businesses, professional, and regulatory organizations; and in meetings with individuals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Oversee the development and maintenance of a variety of manual and computerized files, recordkeeping, and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration, or a related field, and five (5) years of increasingly responsible experience managing and/or supervising administrative or operational functions. Experience in a governmental or public utility setting is preferred and experience in human resources and customer service is desirable.

OR

Equivalent to the completion of the twelfth (12th) grade, plus ten (10) years of directly related experience in a preferred governmental or utility setting, including human resources and customer service experience, may be substituted for the college requirement and five (5) years of management experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

ADMINISTRATIVE SPECIALIST

DEFINITION

Under general supervision, coordinates and oversees utility billing and customer service functions; researches and conducts investigations into the more complex or non-routine customer service billing and account issues; serves as administrator for the utility billing system; plans, coordinates, and implements water conservation and public outreach programs; develops reports in compliance with federal, state, and local requirements; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Administrative Services Manager. May provide technical and functional direction and training to assigned staff as needed.

CLASS CHARACTERISTICS

This is an advanced journey-level, specialist classification within administrative services responsible for performing a wide range of billing, systems administration, and reporting duties and/or developing and implementing the District's water conservation program and activities, as well as researching, responding to, and resolving complex customer account and billing issues. The work requires application and interpretation of policies, procedures, and regulations and involves frequent contact with the public. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. Employees research, select, and apply the most appropriate methods to accomplish assigned tasks and handle problems and deviations in work assignments in accordance with established policies and procedures. Completed work is usually evaluated for soundness, appropriateness, and conformity to policy and requirements and the methods used in arriving at the end results are not usually reviewed in detail. This class is distinguished from the Administrative Services Manager in that the latter has management responsibility for all administrative services functions and programs.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

When assigned to Utility Billing/Customer Service

- Generates monthly billing by receiving and importing meter reads, reviewing and calculating monthly bills, making adjustments as necessary, creating and sending billing file for printing, and sending out electronic bills.
- Analyzes utility bills by investigating customer usage, researching historical consumption, identifying usage patterns, recommending water use efficiency measures, determining if field investigation is required and scheduling field appointments, and recommending account adjustments.

- Interprets policies and procedures and explains service fees, rates, and procedures to customers; may waive fees under appropriate circumstances and with supervisory approval.
- Prepares utility bills and notices, including final bills, past due notices, 48-hour shut-off warning notices, and shut-offs.
- Receives, processes, and uploads customer automatic payments; receives and processes payments received in-person or via mail; creates bank deposits and uploads deposits to the District's bank account; maintains and balances petty cash box.
- Processes requests for new or cancelled accounts, meter changes, and related utility billing activities as required.
- Serves as billing system administrator by maintaining and auditing data; creating and maintaining reports; establishing internal controls and procedures; researching, monitoring, and implementing updates and enhancements; troubleshooting basic system issues; coordinating the resolution of system problems with outside vendors; and training staff on process and system changes.
- Participates in the evaluation, development, and documentation of utility billing workflow, policies, and procedures; recommends changes for improvement and efficiency; implements changes upon approval.
- Generates utility billing and water consumption reports; collects and checks data; researches assigned topics to provide a wide range of information and assistance relating to District billing activities; prepares and assembles reports, manuals, articles, announcements, and other informational materials.

When assigned to Water Use Efficiency

- Plans, promotes, and implements water conservation, water education, and public outreach initiatives and campaigns; evaluates program effectiveness and makes recommendations, and presentations for the development and implementation of new and/or modified services; coordinates content for Annual Water Conservation Report and District newsletter; updates water conservation website.
- Assists in the preparation and administration of specific program budgets; submits program budget recommendations; forecasts additional funds needed for specific staffing, equipment, materials, and supplies.
- Delivers water conservation initiatives for District customers, including but not limited to landscape audits, rebate programs, school education programs, and community events; develops and writes water conservation and water education materials.
- Conducts research and analysis related to water use, supply, and demand; receives, completes, and submits surveys from Bay Area Water Supply and Conservation Agency (BAWSCA), San Francisco Public Utilities Commission, State Water Resources Control Board, and the Department of Water Resources; compiles, prepares, and submits reports to various regulatory agencies.
- Represents the District on water conservation issues at the local and regional level; attends and participates in conservation meetings, and serves on committees established by other agencies such as BAWSCA and California Urban Water Conservation Council.
- Develops and maintains positive working relationships to coordinate program development and implementation with local and state agencies, regulators, community groups, industry professionals, and other stakeholders.
- Updates the District's Urban Water Management Plan and related reports.

All Assignments

- Responds and provides information to customer inquiries and complaints in person or by telephone; represents the District to callers and visitors in a professional and customer friendly manner.
- Prepares regulatory and staff reports by researching and analyzing data and interpreting results; prepares recommendations for management and/or Board review and action.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies District policies and procedures in determining completeness of applications, records, and files.
- Prepares, copies, collates, and distributes monthly Board packets and a variety of documents; ensures proper filing of copies in District files; attends Board meetings; takes and prepares meeting minutes; distributes minutes upon approval.
- Screens calls, visitors, and incoming mail; assists the public at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate District staff as necessary.
- Composes, types, formats, and proofreads a wide variety of reports, letters, documents, and correspondence; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Maintains, updates, and retrieves information from District record systems and specialized databases.
- Monitors and orders office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for supervisor approval.
- Monitors changes in laws, regulations, and technology that may affect assigned areas of responsibility; recommends modifications to assigned programs and District policies, procedures, and ordinances; implements changes as required.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of utility billing, customer service, water conservation, and related programs as they relate to the area of assignment.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

When assigned to Utility Billing/Customer Service

- Practices and procedures related to accounting for receipts and the maintenance of customer accounts.
- Principles and practices of utility billing database management and reporting.
- Terminology and practices of financial and account document processing and recordkeeping, including accounts payable and utility billing.

When assigned to Water Use Efficiency

- Practices, theories, methods, and techniques used in the administration and evaluation of water conservation and public outreach programs.

- Principles, methods, and techniques used in the distribution of information to targeted audiences.

All Assignments

- Principles and practices of data collection, analysis, identifying trends and patterns, and recommendation development.
- Applicable federal, state, and local laws, regulatory codes, and ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Business arithmetic and basic statistical techniques.
- Basic business letter writing and the standard format for reports and correspondence.
- Recordkeeping principles and procedures.
- Research and reporting methods, techniques, and procedures.
- Recent and ongoing developments, current literature, and sources of information related to assigned programs, projects, and services.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

When assigned to Utility Billing/Customer Service

- Perform detailed utility billing and customer service support work accurately and in a timely manner.
- Balance cash receipts and maintain accurate financial records.

When assigned to Water Use Efficiency

- Plan and implement water conservation, public outreach, and related programs, projects, and activities in an independent and cooperative manner.

All Assignments

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Research, analyze, interpret, summarize, and present information and data in an effective manner.
- Respond to and effectively prioritize multiple phone calls and other requests or interruptions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Effectively represent the District in meetings with governmental agencies; community groups; various businesses, professional, and regulatory organizations; and in meetings with individuals.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files and recordkeeping.
- Make sound, independent decisions within established policy and procedural guidelines.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to an associate's degree from an accredited college or two (2) years of college-level coursework in accounting, environmental studies, water resources, communication, public administration, business administration, or a related field, and five (5) years of increasingly responsible experience in providing utility billing and/or customer service. Graduation from an accredited four-year college or university with major coursework in finance, accounting, business or public administration, or related field is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 35 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing District policies and procedures.

ADMINISTRATIVE SUPERVISOR

DEFINITION

Under direction, plans, assigns, organizes, supervises, and reviews the daily operations of a variety of administrative services and accounting functions, including accounts receivable, accounts payable, payroll, utility billing, and customer service; researches and conducts investigations into the more complex or non-routine customer service billing and account issues; plans and coordinates financial recordkeeping and report preparation activities; provides responsible assistance to District management in area of expertise; acts for the Administrative Services Manager in the Administrative Services Manager's absence; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Administrative Services Manager. Exercises direct supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff performing a variety of administrative services and accounting functions, including accounts receivable, accounts payable, payroll, utility billing, and customer service support. Incumbents also have project coordination and programmatic responsibilities requiring the maintenance of confidential information and use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Administrative Services Manager in that the latter has management responsibility for all administrative services functions and programs.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Supervises the work of assigned staff performing a variety of administrative services and accounting functions, including accounts receivable, accounts payable, payroll, utility billing, and customer service; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.
- Monitors activities of assigned work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Determines and recommends equipment, materials, and staffing needs for assigned accounts receivable, accounts payable, payroll, billing, and customer service projects and programs; procures

- equipment and materials required to perform the work; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required.
- Establishes internal and quality control procedures for use of assigned billing, automated meter infrastructure (AMI), and accounting systems; oversees collection and downloading of data, preparation and auditing of data, and subsequent production and distribution of reports, notices, and bills.
 - Supervises the collection, reporting, and reconciliation of daily cash receipts, opening and closing of accounts, maintenance of accounts and the preparation and mailing of bills and notices, and posting and retrieval of information on payments and other records; determines shut-offs for nonpayment of bills and supervises service initiation and termination activities; reviews and approves fee waivers.
 - Oversees and coordinates collections processes; prepares reports and directs the preparation and issuance of notices, including final bills, past due notices, 48-hour shut-off warning notices, and shut-offs.
 - Oversees the process of analyzing utility bills with high or unusual automatic meter readings; interprets policies and procedures and assists assigned staff with explaining service fees, rates, and procedures to customers; waives fees under appropriate circumstances.
 - Serves as billing system administrator by maintaining and auditing data; creating and maintaining reports; establishing internal controls and procedures; troubleshooting basic system issues; coordinating the resolution of system problems with outside vendors; researching and participating in design, testing, and implementing new technology solutions to meet business needs; and training staff on process and system changes.
 - Researches assigned topics to provide a wide range of information and assistance relating to District billing, AMI, and customer service activities.
 - Supervises and participates in the preparation of a variety of written correspondence, utility billing and water consumption reports, procedures, and other written materials.
 - Supervises and participates in the research and interpretation of data and results in the preparation of regulatory and staff reports; prepares and presents recommendations for management and/or Board review and action.
 - Supervises and participates in the maintenance of working and official files.
 - Monitors changes in laws, regulations, and technology that may affect assigned operations; and implements policy and procedural changes as required.
 - Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of administrative services related to assigned program areas.
 - Acts as Administrative Services Manager duties on a relief basis, including acting as the Board Secretary.
 - Performs related 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.
- Basic principles and practices of budget administration, general and governmental accounting, and reporting functions.
- Principles and practices of customer service and utility billing functions.
- Principles and practices of database management and reporting.

- Terminology and practices of financial and account document processing and recordkeeping, including accounts receivable, accounts payable, payroll, and utility billing.
- Practices of researching program issues, data collection and analysis, identifying trends and patterns, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Applicable federal, state, and local laws, regulatory codes, and ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Business arithmetic and basic statistical techniques.
- Basic business letter writing and the standard format for reports and correspondence.
- Recordkeeping principles and procedures.
- Recent and ongoing developments, current literature, and sources of information related to assigned programs, projects, and services.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

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.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Prepare and administer program budgets; allocate limited resources in a cost-effective manner.
- Supervise administrative services and accounting functions, including accounts receivable, accounts payable, payroll, utility billing, and customer service.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Deal tactfully with the public and others in providing information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively represent the District in meetings with governmental agencies; community groups; various businesses, professional, and regulatory organizations; and in meetings with individuals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files and recordkeeping.
- Maintain confidentiality of materials, records, files, and other privileged information.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to an associate's degree from an accredited college or two (2) years of college-level coursework in accounting, communication, public administration, business administration, or a related field, and seven (7) years of increasingly responsible experience in performing administrative services functions related to accounts receivable, accounts payable, payroll, utility billing and/or customer service, including two (2) years of advanced journey, lead, and/or supervisory experience. Graduation from an accredited four-year college or university with major coursework in finance, accounting, business or public administration, or related field is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 35 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing District policies and procedures.



CROSS-CONNECTION CONTROL SPECIALIST

DEFINITION

Under the supervision of the Superintendent, performs technical and field duties in support of the District's Cross-Connection Control and Backflow Prevention Program.

CLASS CHARACTERISTICS

This is a journey-level class responsible for administering MPWD's Cross-Connection Control Program Plan. Incumbents have advanced knowledge in cross-connection control, water quality, and water system operations. Positions at this level work independently. The Cross-Connection Control Specialist implements the Cross-Connection Control Program Plan, which includes requirements for hazard assessments, inspections, backflow assembly testing, customer outreach and support, data management, and compliance monitoring. They also perform water distribution system operation and maintenance duties and ensure compliance with state and local regulations related to safe drinking water.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Maintains program records, databases, and documentation in accordance with the District's Cross-Connection Control Program Plan.
- Works with San Mateo County Health Environmental Health Services to utilize and facilitate their cross-connection control and backflow support services.
- Prepares correspondence to backflow assembly owners requesting annual backflow testing compliance and performs related follow-up tasks; ensures compliance with local, state and federal rules, regulations and codes; tracks requests and maintains files.
- Responds to customer inquiries and educates the public on cross-connection and backflow prevention requirements.
- Assists with field investigations, hazard assessments, surveys of customer plumbing systems to identify cross-connection hazards, and backflow assembly testing, as needed.
- Assists with reviewing backflow prevention assembly installation, testing and maintenance reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to cross-connections and water quality.
- Supports the update of cross connection control ordinance, plans, and standards as needed to ensure governmental compliance related to backflow devices.
- Reviews water systems plans and connections to ensure compliance with state and local codes; reads and interprets maps, blueprints, plans and specifications as necessary.



- Attends and participates in professional group meetings; acts as the liaison with City and County departments, divisions, businesses, contractors, and other agencies, including regulatory agencies.
- Performs the water system operator duties, including operating valves, hydrants, meters, and service lines; flushing, leak detection, and water quality sampling.
- Performs maintenance and repair of water system facilities and equipment such as pumps, motors, valves, storage tanks, cathodic protection test stations, anodes, rectifiers, backup generators, and related equipment.
- Reads and interprets maps and diagrams in the performance of the work.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Operates a variety of hand and power tools and equipment related to work assignment as instructed.
- Attends training, meetings, workshops, etc., as required to enhance job knowledge and skills.
- Responds to emergencies, including main breaks, service interruptions, and backflow incidents.
- Performs on-call, stand by duty on a regular basis.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Advanced knowledge of practices, techniques, equipment, and materials required for installing, locating, inspecting, testing, and repairing backflow prevention devices.
- Advanced knowledge of principles, standards, and regulatory requirements related to cross-connection control and water quality.
- Principles and practices of data collection, technical report preparation, and record keeping.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Investigate, identify issues, and ensure compliance with the MPWD cross-connection control and backflow prevention program rules and regulations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments while maintaining a variety of filing, recordkeeping, database, records, and tracking systems.
- Read and interpret a variety of meters, gauges, and record charts.
- Communicate clearly and concisely, both orally and in writing, using appropriate grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contracted in the course of work.



Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and five (5) years of experience in the construction, maintenance, and repair of water utilities infrastructure, and/or operation, maintenance, and repair of water production systems and related facilities.

Licenses and Certifications:

- Cross-Connection Control Specialist Certification (CA-NV AWWA)
- Backflow Prevention Assembly Tester Certification
- State of California D2 Water Distribution Operator Certification

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle to visit various District sites; 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 80 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

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

WORK CONDITIONS

May be required to work during emergencies after hours and on weekends and/or holidays.

GENERAL MANAGER

DEFINITION

Under policy direction, plans, organizes, and provides administrative direction and oversight for all District functions and activities; provides policy guidance and program evaluation to the Board of Directors and management staff; encourages and facilitates provision of services to District customers; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; pursues appropriate avenues of economic and community development; and performs related work as required

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Board of Directors. Exercises direction and supervision to all District staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

The General Manager serves as the Chief Executive Officer of the District, accountable to the Board of Directors and responsible for enforcement of all District ordinances, policies, and procedures, the conduct of all financial and human resources activities and the efficient and economical performance of the District's operations.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Plans, organizes, administers, and evaluates District operations, programs, projects, and activities in accordance with applicable laws, ordinances, and regulations, strategic plan, and Board policies and objectives.
- Directs and coordinates the development and implementation of goals and objectives for the District; develops administrative policies, procedures, and work standards to ensure that the goals and objectives are met and that programs provide mandated services in an effective, efficient, and economical manner.
- Oversees the preparation of the annual capital improvement and operating budgets for the District; authorizes directly or through staff, budget transfers, expenditures, and purchases; provides information regarding the financial condition and needs to the Board of Directors.
- Advises the Board of Directors on issues, programs, and financial status; prepares and recommends long- and short-term plans for District service provision, capital improvements, and funding; and directs the development of specific proposals for action regarding current and future District needs.
- Oversees the administration, construction, use and maintenance of all District infrastructure, facilities and equipment.

- Administers and directs labor relations, including discipline, grievances, and all matters relating to the Memoranda of Understanding; represents the District in matters of concern to unions representing District employees; develops and manages the implementation of management strategies for negotiations during meet and confer sessions with various employee organizations.
- Develops, organizes, and manages various public information and legislative affairs programs related to District services and activities; represents and advocates the District's interests with federal, state, local, and elected and government officials; acts as the District liaison with the media.
- Represents the District and the Board of Directors in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory and legislative organizations.
- Provides for the investigation and resolution of complaints regarding the administration of and services provided by the District.
- Provides for contract services and ensures proper performance of obligations to the District; has responsibility for enforcement of all District policies and procedures.
- Oversees the selection, training, professional development, and work evaluation of District staff; oversees the implementation of effective employee relations and related programs; provides policy guidance and interpretation to staff.
- Directs the preparation of and prepares a variety of correspondence, reports, policies, procedures, and other written materials.
- Oversees the maintenance of working and official District files.
- Monitors changes in laws, regulations, and technology that may affect District operations; implements policy and procedural changes as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, budget development and administration, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of capital improvement program, budget, and contract development and administration.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.
- Principles and practices of water production, distribution, and storage systems operations and maintenance program development and administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles, practices, and procedures of public administration including financial management, human resources, and labor relations programs.
- Functions, authority, responsibilities, and limitations of an elected Board of Directors.
- General principles of risk management related to the functions of the assigned area.
- Technical, legal, financial, and public relations problems associated with the management of water production and distribution operations and maintenance projects and programs.

- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with government agencies; community groups; and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Plan, administer, coordinate, review, and evaluate the functions, activities, and staff of the District.
- Work cooperatively with, provide staff support to, and implement the policies of the Board of Directors.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls.
- Administer complex and technical human resources, financial management, and water production, distribution, and storage systems operations and maintenance, capital improvement, and related programs in an independent and cooperative manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Effectively represent the District in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory and legislative organizations and the media.
- Direct the preparation of and prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Prepare accurate and effective reports, policies, procedures, and other written materials.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Use sound independent judgment within general legal, policy, and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from a four-year college or university with major coursework in business or public administration, engineering, finance, public policy, management, or a related field and seven (7) years of management or administrative experience in a public agency setting, preferably in the water industry. Master's degree is desirable. Experience working with an elected Board or Council is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

LEAD OPERATOR

DEFINITION

Under general supervision, administers the District's water quality program; administers the District's safety and loss prevention programs; organizes, plans, and assists in scheduling all necessary resources to accomplish operations and maintenance activities; performs a variety of skilled tasks in the installation, maintenance, and repair of the District's water distribution system and infrastructure, and District facilities; performs a variety of skilled tasks in the operation, control, and maintenance of the District's water production systems and facilities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Operations Manager. May exercise technical and functional direction and training to assigned staff.

CLASS CHARACTERISTICS

This is an advanced journey-level class responsible for administering various District programs such as water quality, safety and risk management, operations and maintenance planning, fleet services, and inventory management. Incumbents also perform the full range of technical duties required to ensure that the District's infrastructure, systems, and facilities are maintained in a safe and effective working condition. Performance of the work requires the use of independence, initiative, and discretion. Incumbents are assigned tasks that are varied and complex, requiring the use of discretion and independent judgment within established guidelines, and ensuring the efficient and effective functioning of operations and maintenance areas. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This position is distinguished from the Operations 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.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Administers the District's water quality program by utilizing Supervisory Control and Data Acquisition System (SCADA) to ensure efficient operation of the water treatment and distribution systems including wells, water storage tanks, pump stations, and hydrants.
- Monitors and controls the operation of water distribution and storage systems, including monitoring nitrification and coliform levels; performing chemical pump drawdowns; adjusting flows; and calculating, adjusting, and setting optimal chemical dosage levels by adjusting chemical feeders.
- Observes variations in operating conditions by interpreting meter, gauge, graph readings, and tests results to determine pressure and flow requirements to meet demand.

- Prepares and maintains detailed logs, records, and reports on a variety of water production system operations, tests, system maintenance performed, operating conditions, and inspection results; submits reports to regulatory agencies such as the State Water Resources Control Board (SWRCB).
- Takes samples from sampling stations located throughout the District's service area to measure system performance and to ensure compliance with water quality standards; performs basic water quality analysis tests; delivers samples to the laboratory for further testing and analysis; maintains records and databases.
- Receives and responds to service calls and customer complaints regarding water quality.
- Administers the District's safety program, including maintaining the Injury and Illness Prevention Program; reviews and investigates reports of accidents, identifies any violations, and develops reports for the General Manager; identifies and coordinates training for staff; conducts regular, ongoing safety meetings with staff; administers the safety incentive program; maintains accurate records and reports.
- Administers the District's loss prevention program, including receiving incident reports, investigating loss, and coordinating claim processing with third-party insurance companies.
- Organizes, plans, and schedules all necessary tools, equipment, and vehicles needed to accomplish operations and maintenance activities; maintains inventory of parts, tools, and equipment.
- Estimates costs of operations, maintenance, repair work, supplies, equipment, and materials; orders supplies and equipment for work projects; maintains records of purchase orders; assists in developing budget figures for assigned area of responsibility; monitors expenditures.
- Coordinates the fleet maintenance program, including implementing preventative maintenance program, coordinating major maintenance and repair with contractors, completing and maintaining fuel tank inspection reports, and ensuring compliance with environmental and regulatory requirements.
- Performs construction, maintenance, repair, and inspection of District facilities.
- Performs the duties of a Water System Operator, as assigned, including responding to after-hours emergencies, assisting other staff as needed and in emergency or relief situations, and performing on-call, stand by duty on a regular basis.
- Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Ensures compliance with various water quality and regulatory requirements, such as Environmental Protection Act, National Pollutant Discharge Elimination System (NPDES), SWRCB, and American Water Works Association standards.
- Inspects assigned District infrastructure for safety issues, structural integrity, and possible future work projects and programs; appropriately marks areas that need to be repaired.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- May provide technical and functional direction to staff.
- Attends training, meetings, workshops, etc., as required to enhance job knowledge and skills.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices governing water quality program compliance and reporting requirements.
- Policies, regulations, specifications, and requirements governing industrial safety, loss prevention, emergency preparedness, and accident prevention.

- Principles and practices related to planning and scheduling the operations and maintenance of the water distribution and storage systems and facilities, including ensuring the availability of required equipment, tools, and vehicles.
- Principles, practices, tools, and equipment required to operate and control water distribution and production systems and facilities.
- Maintenance principles, practices, tools, and materials for maintaining and repairing water distribution systems, infrastructure, and District fleet and facilities.
- Basic mechanical, electrical, and hydraulic principles.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.
- Occupational hazards and safety equipment and practices related to the work such as handling chemicals and working in and around confined spaces.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Traffic control procedures and traffic sign regulations.
- Principles and procedures of recordkeeping and reporting.
- Basic arithmetic related to the work.
- Safe driving rules and practices.
- Basic computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Develop, modify, implement, and coordinate the provision of a variety of safety training and loss prevention pertinent to water operations, including emergency preparedness and environmental compliance.
- Investigate field and office operations in order to implement and provide effective training and safety programs for a variety of staff covering a wide spectrum of operations and areas.
- Conduct safety inspections, identify problems, and work in collaboration with external regulatory agencies.
- Work independently and make effective judgments regarding compliance issues.
- Represent the District in matters related to safety, loss prevention, emergency preparedness, and environmental compliance programs as required.
- Plan and schedule operations and maintenance activities while ensuring all necessary tools, equipment, and vehicles needed to accomplish operations and maintenance activities are available.
- Implement and maintain an inventory control system.
- Perform skilled operation and maintenance of water production and storage systems and related infrastructure, facilities, and appurtenances similar to those at the District.
- Safely and effectively use and operate hand and power tools, mechanical equipment, and light to heavy equipment required for the work.
- Understand, apply, and ensure compliance with applicable federal, state, and local laws and regulations, and District policies and procedures.
- Make accurate arithmetic calculations.
- Set up and operate traffic area construction zones, including cones, barricades, and flagging.
- Read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.
- Follow department policies and procedures related to assigned duties.

- Maintain accurate logs and written records of work performed.
- 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 and procedural, guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and five (5) years of experience in construction, maintenance, and repair of water utilities infrastructure, and/or operation, maintenance, and repair of water production systems and related facilities, including lead responsibility and accountability for a major operations and maintenance function.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

In addition, must possess two of the three certifications:

- Possession of a valid Grade II or higher Water Distribution Operator Certificate issued by the California Department of Public Health (CDPH).
- Possession of a valid Grade I Water Treatment Operator Certificate issued by the CDPH.
- Possession of at least one Automotive Service Excellence (ASE) certification required in the Automobile Technician certification series established by National Institute for Automotive Service Excellence.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle to visit various District sites; 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 80 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspaces, chemicals, mechanical and/or electrical

hazards, and hazardous physical substances and fumes. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

WORKING CONDITIONS

Required to be on-call and to work various shifts or emergencies during evenings, weekends, and/or holidays.

MAINTENANCE TECHNICIAN

DEFINITION

Under general supervision, makes field customer service calls to investigate and perform service connection, disconnection, meter adjustments, validate meter readings, and related customer service issues; reads meters; identifies and troubleshoots irregularities in meters and related equipment; assists in the installation, maintenance, and repair of the District's water distribution system and infrastructure; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Field Operations Supervisor. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This class is responsible for providing on-site technical field customer service support, reading meters, and assisting in performing construction, maintenance, and repair work to ensure that the District's infrastructure, systems, and facilities are maintained in a safe and effective working condition. Initially under close supervision, incumbents with basic maintenance experience learn District infrastructure, systems, and facilities, use of tools and equipment, and a wide variety of practices and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform some of the duties required of the Water System Operator, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Reads water meters in accordance with an assigned schedule and route; cleans out and maintains area around meter boxes.
- Performs water meter maintenance, including installing new meters, testing and repairing meters of various sizes, locating and repairing leaks, and replacing meters as necessary; installs service lines and accounts for the installation of new or replacement meters.
- Receives and responds to service calls and customer complaints regarding issues such as leaks, high or low pressure, consumption levels, water conservation, and water quality; advises customers of problems and suggests solutions.
- Proactively and in a timely fashion contacts customers with high bills and/or unusual activity; conducts in-person site visits with customers as needed.
- Connects or disconnects water services according to work orders issued by customer service staff.

- Validates meter readings through re-readings in situations where readings appear to be abnormally high or low, verifying consumption, and checking for leaks; communicates with customers on how to detect leaks and manage water usage.
- Visits customer properties that are due to be shut off due to late payments and either tagging their home or talking to them in person.
- Assists in the construction, maintenance, and repair activities of District water utilities systems and infrastructure, including fire hydrants, pipelines, water production facilities and related pumping equipment, residential and commercial water meters, valve cans, meter boxes, water distribution valves, wells, and related facilities.
- Maintains, flushes, and repairs fire hydrants.
- Performs grounds maintenance such as mowing, weed abatement, and picking up trash and debris in and around pump stations, wells, tanks, and other District facilities.
- Reads and interprets maps and diagrams in the performance of the work.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Performs preventative maintenance on vehicles and equipment; ensures proper functioning of equipment and vehicles needed.
- Operates and maintains light, medium, and heavy-duty equipment such as backhoes, skip loaders, dump trucks, forklifts, and other equipment appropriate to the functional area of assignment.
- Operates a variety of hand and power tools and equipment related to work assignment as instructed.
- Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Installs street barricades and cones, and controls traffic around work sites to ensure safe conditions for the general public and District staff.
- Inspects assigned District infrastructure for safety issues, structural integrity, and possible future work projects and programs; appropriately marks areas that need to be repaired.
- Notifies assigned supervisor of the need for repair or additional maintenance as found during routine inspection and cleaning activities; prepares work orders or notes service requirements.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- Maintains accurate logs and records of work performed and materials and equipment used.
- Attends training, meetings, workshops, etc., as required to enhance job knowledge and skills.
- Responds to after-hours emergencies and assists other staff as needed in emergency or relief situations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic practices involved in meter installation, reading, and repair.
- District service area, including street and address system.
- AMR/AMI meters, meter reading equipment, and their respective functions.
- Maintenance principles, practices, tools, and materials for maintaining and repairing water distribution systems and infrastructure.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.
- Occupational hazards and safety equipment and practices related to the work such as handling chemicals and working in and around confined spaces.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Traffic control procedures and traffic sign regulations.
- Principles and procedures of recordkeeping and reporting.
- Basic arithmetic related to the work.
- Safe driving rules and practices.
- Basic computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Safely and effectively operate tools and equipment used in meter installation, reading, and repair.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Safely and effectively use and operate hand and power tools, mechanical equipment, and light to heavy equipment required for the work.
- Understand, apply, and ensure compliance with applicable federal, state, and local laws and regulations, and District policies and procedures.
- Make accurate arithmetic calculations.
- Set up and operate traffic area construction zones, including cones, barricades, and flagging.
- Read and interpret maps and specifications.
- Follow department policies and procedures related to assigned duties.
- Maintain accurate logs and basic written records of work performed.
- 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and three (3) years of experience in the construction, maintenance, and repair of water utilities infrastructure, and/or the operation, maintenance, and repair of water production systems and related facilities.

Licenses and Certifications:

- Possession of a valid California Driver's License is desirable.
- Possession of a valid Grade I Water Distribution Operator Certificate issued by the California Department of Public Health is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle to visit various District sites; 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 80 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

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

WORKING CONDITIONS

Required to work various shifts or emergencies during evenings, weekends, and/or holidays as needed.

MANAGEMENT ADVISOR

DEFINITION

Provides management advice for administrative direction and oversight for all District functions and activities; provides policy guidance and program evaluation to management staff, including fostering cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups, and pursuing appropriate avenues of economic and community development; and performs related work as required

SUPERVISION RECEIVED AND EXERCISED

This is a management support and advisor role to the General Manager and Management team as directed.

CLASS CHARACTERISTICS

The Management Advisor serves as management support during leadership transition, including enforcement of all District ordinances, policies, and procedures, the conduct of all financial and human resources activities and the efficient and economical performance of the District's operations.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

Advises the General Manager and/or Management team on the following functions:

- Plans, organizes, administers, and evaluates District operations, programs, projects, and activities in accordance with applicable laws, ordinances, and regulations, strategic plan, and Board policies and objectives.
- Directs and coordinates the development and implementation of goals and objectives for the District; develops administrative policies, procedures, and work standards to ensure that the goals and objectives are met and that programs provide mandated services in an effective, efficient, and economical manner.
- Oversees the preparation of the annual capital improvement and operating budgets for the District; authorizes directly or through staff, budget transfers, expenditures, and purchases; provides information regarding the financial condition and needs to the Board of Directors.
- Advises the Board of Directors on issues, programs, and financial status; prepares and recommends long- and short-term plans for District service provision, capital improvements, and funding; and directs the development of specific proposals for action regarding current and future District needs.
- Oversees the administration, construction, use and maintenance of all District infrastructure, facilities and equipment.
- Administers and directs labor relations, including discipline, grievances, and all matters relating to the Memoranda of Understanding; represents the District in matters of concern to unions representing

- District employees; develops and manages the implementation of management strategies for negotiations during meet and confer sessions with various employee organizations.
- Develops, organizes, and manages various public information and legislative affairs programs related to District services and activities; represents and advocates the District's interests with federal, state, local, and elected and government officials; acts as the District liaison with the media.
 - Represents the District and the Board of Directors in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory and legislative organizations.
 - Provides for the investigation and resolution of complaints regarding the administration of and services provided by the District.
 - Provides for contract services and ensures proper performance of obligations to the District; has responsibility for enforcement of all District policies and procedures.
 - Oversees the selection, training, professional development, and work evaluation of District staff; oversees the implementation of effective employee relations and related programs; provides policy guidance and interpretation to staff.
 - Directs the preparation of and prepares a variety of correspondence, reports, policies, procedures, and other written materials.
 - Oversees the maintenance of working and official District files.
 - Monitors changes in laws, regulations, and technology that may affect District operations; implements policy and procedural changes as required.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, budget development and administration, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of capital improvement program, budget, and contract development and administration.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.
- Principles and practices of water production, distribution, and storage systems operations and maintenance program development and administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles, practices, and procedures of public administration including financial management, human resources, and labor relations programs.
- Functions, authority, responsibilities, and limitations of an elected Board of Directors.
- General principles of risk management related to the functions of the assigned area.
- Technical, legal, financial, and public relations problems associated with the management of water production and distribution operations and maintenance projects and programs.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for effectively representing the District in contacts with government agencies; community groups; and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Plan, administer, coordinate, review, and evaluate the functions, activities, and staff of the District.
- Work cooperatively with, provide staff support to, and implement the policies of the Board of Directors.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls.
- Administer complex and technical human resources, financial management, and water production, distribution, and storage systems operations and maintenance, capital improvement, and related programs in an independent and cooperative manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Effectively represent the District in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory and legislative organizations and the media.
- Direct the preparation of and prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Prepare accurate and effective reports, policies, procedures, and other written materials.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Use sound independent judgment within general legal, policy, and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from a four-year college or university with major coursework in business or public administration, engineering, finance, public policy, management, or a related field and seven (7) years of management or administrative experience in a public agency setting, preferably in the water industry. Master's degree is desirable. Experience working with an elected Board or Council is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

MANAGEMENT ANALYST

DEFINITION

Under direction, performs administrative, financial, budgetary, and statistical analyses in support of District activities, functions, and programs; plans, develops, and implements assigned programs; analyzes practices and procedures and makes recommendations for administrative and operational improvements; administers construction contracts; develops reports in compliance with federal, state, and local requirements; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Operations Manager. Provide technical and functional direction and training to assigned staff as needed.

CLASS CHARACTERISTICS

This is an advanced journey-level professional classification responsible for performing analytical work in support of a District operations, functions, programs, and projects. Positions perform the full range of duties as assigned, maintaining confidentiality, working independently, exercising judgment and initiative, and providing lead direction to assigned staff. 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 the Administrative Services Manager in that the latter has management responsibility for all administrative services functions and programs.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Plans, organizes, coordinates, directs, or conducts administrative studies relating to the activities or operation of the District or an assigned program or function; determines analytical techniques and statistical and information-gathering processes and obtains required information and data for analysis; analyzes alternatives and makes recommendations regarding staffing, cost analysis, productivity, work flow and design, and policy or procedure development or modification; discusses findings with management and prepares and presents report of study results and recommendations.
- Participates in the development and implementation of new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations regarding staffing, equipment, and facility needs.
- Develops and administers department, programmatic, and project budgets; monitors revenues and expenditures; identifies and recommends resolutions for budgetary problems.
- Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems for the programs to which assigned.

- Conducts research or project analyses of water conservation, water use, supply, demand, and other water-related data; coordinates and monitors the work of assigned project consultants and contractors; receives, completes, and submits surveys from Bay Area Water Supply and Conservation Agency (BAWSCA), San Francisco Public Utilities Commission, State Water Resources Control Board, and the Department of Water Resources; compiles, prepares, and submits reports to various regulatory agencies, including Urban Water Management Plan.
- Plans, promotes, and implements water conservation, water education, and public outreach initiatives, events, and campaigns; evaluates program effectiveness and makes recommendations and presentations for the development and implementation of new and/or modified services; develops and writes water conservation and water education materials; represents the District on water conservation issues at the local and regional level; coordinates content for Annual Water Conservation Report and District newsletter; updates water conservation website.
- Assists in administering the District's loss prevention program, including receiving incident and investigation reports and coordinating claim processing with third-party insurance companies.
- Authors sections of management, operational, staff, legal, regulatory, and financial reports, external communications, and related publications; presents reports to the Board of Directors and other boards, councils, committees, and commissions.
- Participates in research, development, conversion, installation, and maintenance information technology projects for assigned applications and systems.
- Develops and oversees requests for proposals for professional and/or contracted services; prepares scope of work; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with District specifications and service quality.
- Maintains accurate records and files; develops records management systems and complies with retention schedules; maintains District personnel files.
- Participates on a variety of interdisciplinary committees and commissions and represents the District to a variety of community and stakeholder groups.
- Monitors changes in laws, regulations, and technology that may affect assigned operations; and implements policy and procedural changes as required.
- Attends and participates in meetings with officials of other governmental agencies, businesses, and community groups, professional groups, and the public regarding assigned projects and programs; responds to requests for information from the public on District programs or projects.
- Provides general administrative support to the Operations Manager and department staff, including preparing correspondence, memoranda, and reports, performing data entry, and maintaining schedules and records.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, budget development and administration, and contract administration.
- Principles, methods, and techniques used in the distribution of information to specific audiences.
- Principles and techniques of conducting analytical and research studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports and correspondence.

- Applicable federal, state, and local laws, regulatory codes, and ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to assigned programs, projects, and services.
- Recordkeeping principles and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Analyze administrative, operational and organizational problems, evaluate alternatives, and reach sound conclusions.
- Collect, evaluate, and interpret varied data, either in statistical or narrative form.
- Plan and implement assigned programs, projects, and activities in an independent and cooperative manner.
- Deal tactfully with the public and others in providing information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Effectively represent the District in meetings with governmental agencies; community groups; various businesses, professional, and regulatory organizations; and in meetings with individuals.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain confidentiality of materials, records, files, and other privileged information.
- Perform detailed administrative support work accurately and in a timely manner.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to an associate's degree from an accredited college or two (2) years of college-level coursework in business, public administration, or a related field, and seven (7) years of increasingly responsible experience in administrative and management analysis and/or program management. Graduation from an accredited

four-year college or university with major coursework in business, public administration, or related field is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession and maintenance of a Grade I Water Use Efficiency Practitioner certificate issued by the American Water Works Association California-Nevada Section is required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 35 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing District policies and procedures.

OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, manages, and reviews the work of staff responsible for the installation, maintenance, and repair of the District's water distribution system and infrastructure and the operation, control, and maintenance of the District's water production systems and facilities; manages the District's Capital Improvement Program, including long- and short-term project planning and overseeing the design, construction, maintenance, and operations of water production and distribution systems, facilities, and infrastructure; ensures compliance with water quality and regulatory requirements; provides responsible and complex support to the General Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager. Exercises direction and supervision over operations and maintenance staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the operations and maintenance of District water distribution and storage systems, facilities, and related infrastructure. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, regulatory compliance, and program evaluation. Incumbents serve as a professional resource for organizational, managerial, and operational analyses and studies. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies, and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Assumes managerial responsibility for all projects, programs, and activities of the Operations Department, including the operations, maintenance, and repair of the District's water distribution and storage systems, related infrastructure, and District facilities and fleet.
- Directs and participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends, within District policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with District standards, including program and project priorities and

performance evaluations; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.

- Manages and administers the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Contributes to the overall quality of the District's service by continuously monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Recommends and administers procedure guidelines and design standards while ensuring that water quality, operational, financial, regulatory, and legal requirements are met.
- Oversees the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; administers contracts after award.
- Manages the District's Capital Improvement Program, including the planning, prioritization, and scheduling of long-term capital improvement and short-term maintenance projects in coordination with the Operations Supervisors and General Manager.
- Participates in the design, engineering, construction, and field inspection processes for District projects and private developments to ensure contractors' and developers' compliance with District standards and regulatory requirements; attends pre-construction meetings; performs detailed plan checks of construction and design to ensure adherence to established policy and sound engineering practices.
- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public in acquiring information and coordinating water production and distribution operations and maintenance projects, programs, and services; provides information regarding District requirements.
- Manages the development and implementation of various operations and maintenance programs, including safety, loss prevention, water quality, emergency preparedness and response, environmental compliance, and asset management programs.
- Provides highly complex staff assistance to the General Manager; develops and reviews staff, operations, and regulatory reports related to assigned activities and services; presents information to the Board of Directors and other external councils, commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to water production and distribution operations and maintenance programs, policies, and procedures.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of water production and distribution operations and maintenance; researches emerging products and enhancements and their applicability to meet District needs.
- Monitors changes in regulations and technology that may affect District operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of capital improvement program, budget, and contract development and administration.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.
- Principles and practices of water distribution and storage systems operations and maintenance program development and administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching operations and maintenance issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Technical, legal, financial, and public relations problems associated with the management of water production and distribution operations and maintenance projects and programs.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with government agencies; community groups; and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex and technical operations, maintenance, and related programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the District in meetings with governmental agencies; community groups; various businesses, professional, and regulatory organizations; and in meetings with individuals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Oversee the development and maintenance of a variety of manual and computerized files, recordkeeping, and project management systems.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in civil or environmental engineering, business or public administration, or a related field, and five (5) years of increasingly responsible experience managing and/or supervising water distribution and production operations and maintenance or a related field.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver’s License by time of appointment.
- Possession of a valid Grade III or higher Water Distribution Operator Certificate issued by the California Department of Public Health (CDPH) is preferred.
- Possession of a valid Grade III or higher Water Treatment Operator Certificate issued by the CDPH is preferred.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in the field; strength, stamina, and mobility to perform light physical work, to work in confined spaces, around machines, to climb and descend ladders, and to operate a motor vehicle to visit various District and meeting sites; 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 walking in operational areas to identify problems or hazards and to conduct field inspections of projects and work sites. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work in and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees also work in the field and are exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and

hazardous physical substances and fumes. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

OPERATIONS PROJECT COORDINATOR

DEFINITION

Under general direction, performs professional engineering and technical work in support of the District long-range capital improvement planning, design and/or design coordination services, collaboration and coordination with other local and regional agency development and capital projects; review of private development projects and associated complex hydraulic modeling and water assessment efforts; ensures that federal, state, and local laws, ordinances, guidelines, and engineering standards are fulfilled; researches, collects, and analyzes data, and prepares reports; provides highly responsible and complex administrative and operational assistance in support of the Operations Manager and the District's Strategic Plan initiatives; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This single-position class provides specialized engineering and project management support and direction for a variety of private and public projects that affect the District's water system. The incumbent is actively engaged with field operations requiring the use of considerable independence, initiative, and discretion within established guidelines. Responsibilities include the performance of complex professional and technical engineering work in the inspection and project management activities for construction, maintenance, and/or development projects. This class is distinguished from the Operations Manager in that the latter has management responsibility for all operations and maintenance functions and activities of the District.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Evaluates plans and specifications for a variety of public and private development projects that impact the District's water supply and distribution system.
- Examines engineering plans, specifications, designs, and cost estimates for a variety of construction and maintenance projects. Serves as project manager on capital improvement projects and environmental studies.
- Prepares, reviews, and evaluates requests for proposal, specifications, and contract for projects; inspects and evaluates ongoing projects to ensure compliance with District standards and specifications, and conducts surveys to obtain field data for compliance purposes.
- Researches new materials and construction techniques and monitors new developments in engineering related to water systems.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.

- Monitors activities of assigned work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Inspects and verifies work in progress and completed work of assigned contractors and developers for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
- Participates in the design, engineering, construction, and field inspection processes for Capital Improvement Program and maintenance projects to ensure contractors' compliance with District standards and regulatory requirements; attends pre-construction meetings; performs detailed plan checks of construction and design to ensure adherence to established policy and sound engineering practices.
- Assists with plan review for new construction and remodels by reviewing applicant's plans for compliance with state codes and District standards.
- Provides staff assistance to the Operations Manager by preparing and maintaining a variety of construction, maintenance, and repair reports, records, and files; ensures the proper documentation of activities.
- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public on water distribution and storage systems and infrastructure construction, operation, maintenance, and repair issues and projects.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation; maintains current on new technology by meeting with vendors as needed.
- Assists operations and maintenance staff in emergency or relief situations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of civil engineering design and construction, particularly as related to the review and approval of public capital improvement and private development projects that affect the District water system.
- Principles and practices of water distribution and storage systems operations and maintenance.
- Principles, practices, equipment, tools, and materials of water distribution and storage systems operations and maintenance.
- Principles and practices of cost estimating, contract administration in a public setting, project management and inspection, and project evaluation.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Occupational hazards and safety principles, practices, and procedures of water distribution systems and infrastructure, including related equipment and hazardous materials.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Examine and evaluate development plans, designs, cost estimates and specifications for District capital projects, and maintenance and repair projects, and residential and commercial development.
- Collaborate with professional, technical, and operational staff and contractors on projects.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Interpret, apply, explain, and ensure compliance with applicable 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, and develop and present recommendations and justification for solution.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files, recordkeeping, and project management systems.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Work in a standard office setting, in a field environment, and construction zone.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from a four-year college or university with major coursework in civil engineering or a field related to the work, and five (5) years of professional experience in the design, construction and/or management of engineering projects related to water resources facilities and systems.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a valid Grade II or higher Water Distribution Operator Certificate issued by the California State Water Resources Control Board/Division of Drinking Water (SWRCB DDW) is desired.
- Possession of a valid Grade I Water Treatment Operator Certificate issued by the SWRCB DDW is desired.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in the field; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines, to climb and descend ladders, to operate varied hand and power tools and equipment, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. Must possess mobility to work in the field, outside and in the sun. The job involves frequent walking in operational areas to identify problems or hazards and to conduct field inspections of projects and work sites. 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 in and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 80 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees also work in the field and are exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

WORKING CONDITIONS

May be required to work during emergencies after hours and on weekends and/or holidays.

OPERATIONS SUPERVISOR

DEFINITION

Under general direction, plans, assigns, organizes, supervises, and reviews the daily construction, operation, control, maintenance, and repair of the District's water distribution and storage systems and infrastructure and District facilities; plans, prioritizes, and schedules capital improvement and maintenance projects; administers the District's asset management program; conducts research and analysis related to water use, supply, and demand; provides responsible and complex administrative and operational assistance to the Operations Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations Manager. Exercises supervision over operations and maintenance staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff responsible for constructing, operating, controlling, maintaining, and repairing water distribution and storage systems and facilities. Incumbents also have project coordination and programmatic responsibilities requiring the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Operations Manager in that the latter has management responsibility for all operations and maintenance functions and activities of the District.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Supervises the work of assigned staff in the construction, operation, control, maintenance, and repair of water distribution and storage systems and infrastructure and District facilities; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.
- Monitors activities of assigned work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards; ensures that tools, equipment and vehicles are safely operated, maintained, and secured when not in use; schedules the service, repair, and replacement of tools and equipment.
- Determines and recommends equipment, materials, and staffing needs for assigned operations, maintenance, and repair projects and programs; procures equipment, materials, and tools required

to perform the work; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required.

- Inspects and verifies work in progress and completed work of assigned employees and contractors for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
- Participates in the design, engineering, construction, and field inspection processes for Capital Improvement Program and maintenance projects to ensure contractors' compliance with District standards and regulatory requirements; attends pre-construction meetings; performs detailed plan checks of construction and design to ensure adherence to established policy and sound engineering practices.
- Plans, prioritizes, and schedules long-range capital improvement and maintenance projects in coordination with other supervisory staff and management.
- Supervises a variety of scheduled and emergency operations, maintenance, and repair activities of water distribution and storage systems and District facilities, including Supervisory Control and Data Acquisition System, pump stations, regulators, generators, wells, tanks, and other related facilities.
- Supervises water quality and sampling program; reviews results and reports; recommends system adjustments as necessary to ensure compliance with water quality standards.
- Oversees plan review for new construction and remodels by reviewing applicant's plans for compliance with state codes and District standards.
- Supervises the inspection, installation, and repair of automated meter reading/infrastructure (AMR/AMI) water meters.
- Supervises the implementation of the District's hydrant maintenance and valve turning programs.
- Administers backflow and cross-connection inspection programs.
- Administers the District's asset management program, including creating and maintaining maps utilizing Geographic Information System; receives and reviews leak reports, determines maintenance needs and costs, and estimates water loss; participates in developing and scheduling maintenance plans.
- Conducts research and analysis related to water use, supply, and demand; analyzes trends in population, demographics, and water usage, supply, and demand to forecast and anticipate current and future needs; develops recommendations to meet water needs; writes technical reports.
- Provides staff assistance to the Operations Manager by preparing and maintaining a variety of construction, maintenance, and repair reports, records, and files; ensures the proper documentation of activities.
- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public on water distribution and storage systems and infrastructure construction, operation, maintenance, and repair issues and projects.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation; maintains current on new technology by meeting with vendors as needed.
- Assists operations and maintenance staff in emergency or relief situations.
- Performs related 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 and practices of water distribution and storage systems operations and maintenance program development and administration.
- Principles, practices, equipment, tools, and materials of water distribution and storage systems operations and maintenance.
- Principles and practices of administering and maintaining an asset management program.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of budget and capital improvement program development, administration, and accountability.
- Principles and practices of contract administration and evaluation.
- Occupational hazards and safety principles, practices, and procedures of water distribution systems and infrastructure, including related equipment and hazardous materials.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

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 water distribution and storage systems operations and maintenance, backflow and cross-connection, AMI/AMR, and asset management programs.
- Interpret, apply, explain, and ensure compliance with applicable 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, and develop and present recommendations and justification for solution.
- Perform the most complex water production and distribution system operations and maintenance duties, and operate related equipment safely and effectively.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files, recordkeeping, and project management systems.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and seven (7) years of increasingly responsible experience in construction, maintenance, and repair of water utilities infrastructure and/or operation, maintenance, and repair of water production systems and related facilities, including four (4) years of lead or supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a valid Grade III or higher Water Distribution Operator Certificate issued by the California Department of Public Health (CDPH).
- Possession of, or ability to obtain a valid Grade I Water Treatment Operator Certificate issued by the CDPH within 18 months of employment.
- If assigned to backflow prevention program, possession of a Backflow Device Tester Certificate issued by the American Water Works Association (AWWA).
- If assigned to cross-connection program, possession of a Cross-Connection Specialist Certificate issued by 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 the field; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines, to climb and descend ladders, to operate varied hand and power tools and equipment, and to operate a motor vehicle to visit various District and meeting sites; 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 frequent walking in operational areas to identify problems or hazards and to conduct field inspections of projects and work sites. 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 in and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 80 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees also work in the field and are exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

WORKING CONDITIONS

Required to be on-call and to work various shifts or emergencies during evenings, weekends, and/or holidays.



June 2025

FLSA: NON-EXEMPT

PAYROLL SPECIALIST

DEFINITION

Under general supervision, the Payroll Specialist performs a variety of complex payroll, benefits, and financial duties, including preparation and processing of payroll, benefits coordination, reporting, and compliance with applicable laws and policies. The Payroll Specialist supports the District's human resources and administrative functions and interacts with staff, outside agencies, and vendors in a professional and service-oriented manner.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Administrative Services Manager. May provide technical and functional direction and training to assigned staff as needed.

CLASS CHARACTERISTICS

This is an advanced journey-level, specialist classification within administrative services responsible for performing technical payroll and benefit-related duties with minimal supervision. The work requires application and interpretation of labor laws, MOUs, and District policies. Employees in this position must be fully trained in all procedures related to payroll administration, exercising a high degree of confidentiality, independent judgment, and initiative. Employees research, select, and apply the most appropriate methods to accomplish assigned tasks and resolve issues in accordance with established policies and procedures.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Operate the District's payroll cycle, including verifying time records and issuing paychecks and direct deposits.
- Prepare and maintain payroll records including salary changes, deductions, benefits, and special pay types.
- Verify and process personnel action forms and calculate overtime, retroactive pay, and separation payouts.

- Review timesheets and payroll documentation for accuracy and compliance with labor laws and policies.
- Process payments for employee benefits, taxes, CalPERS, and other deductions.
- Maintain and manage the payroll module within the District's financial software system.
- Coordinate with Administrative Services Manager on onboarding of new employees and annual open enrollment.
- Research and interpret payroll and benefit-related laws, rules, regulations, and MOUs.
- Translate new policies and labor agreements into functional codes in the payroll system.
- Identify, test, and implement changes resulting from system updates or regulatory changes.
- Respond to employee payroll and benefits inquiries and provide resolution and support.
- Ensure confidentiality of payroll and personnel information at all times.
- Recommend and implement process improvements to enhance accuracy and efficiency.
- Collaborate with Human Resources and Administrative Services staff to ensure consistent implementation of employment-related policies.
- Maintain documentation and prepare reports for audits, tax filings, and other compliance-related requirements.
- Other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of payroll and benefit administration, including regulatory compliance.
- Provisions of local, State, and Federal regulations including FLSA, IRS, and CalPERS rules.
- Payroll systems, timekeeping software, and financial reporting tools.
- Modern office practices, procedures, and equipment, including Microsoft Office and ADP or similar software.
- Practices and procedures related to data processing and systems operations.

Ability to:

- Prepare, analyze, and audit complex payroll data and draw logical conclusions.
- Interpret and apply Federal, State, and local laws and District policies related to payroll and benefits.
- Exercise sound judgment, tact, and discretion in resolving sensitive employee issues.
- Maintain strict confidentiality and handle confidential information with integrity.
- Communicate clearly and concisely, both orally and in writing.
- Work independently and collaboratively in a team-oriented environment.
- Respond effectively to employee inquiries and resolve issues professionally.

EDUCATION AND EXPERIENCE

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

- **Experience:** Two years of increasingly responsible payroll and benefits administration experience, preferably in a public agency setting.
- **Training:** Equivalent to an Associate's degree from an accredited college or university with coursework in accounting, business administration, or a related field.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must be able to lift and carry materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff or members of the public in interpreting and enforcing District policies and procedures.

SUPERINTENDENT

DEFINITION

Under the supervision of the Operations Manager, directs and oversees the Operations Department and the District's water distribution system. Trains and supervise the operations team.

POSITION SUMMARY

The Water Superintendent is responsible for overseeing the district's water operations, including distribution, treatment, and system maintenance. This position ensures the delivery of safe, high-quality water services while managing staff, regulatory compliance, and infrastructure maintenance.

Essential Functions: *Essential responsibilities and duties may include, but are not limited to, the following:*

- Train and supervise water operations staff
- Develop and implement work schedules and priorities to optimize resource use and meet operational goals.
- Conduct performance reviews, provide feedback, and address personnel issues to maintain a productive work environment.
- Enforce safety protocols and best practices, including safety meetings, to ensure a safe working environment and compliance with Occupational Safety and Health Administration (OSHA) standards.
- Oversee the operation and maintenance of all District water distribution facilities, including pumps, tanks, pipelines, pressure regulating and system isolation valves.
- Monitor system performance using SCADA and other tools and technology to detect and address issues promptly.
- Coordinate water quality testing and ensure compliance with state and federal water quality standards, including sampling and reporting. Implement and oversee operational protocols for water treatment processes.
- Ensure adherence to all applicable local, state, and federal regulations governing potable water distribution operations.
- Oversee, prepare, and submit regulatory reports, permits, and documentation to applicable regulatory agencies, such as the Environmental Protection Agency (EPA) and State Water Resources Control Board.
- Stay informed about changes in regulations and implement necessary changes to maintain compliance.
- Plan and oversee maintenance, repair, and replacement of water system infrastructure, including conducting regular inspections and assessments.

- Uses the GIS asset management system (Spatial Wave) to plan and schedule field team job assignments, system maintenance and repair, and shutdowns.
- Develop and manage a preventative maintenance program to reduce system downtime and extend the lifespan of infrastructure components, including documentation by standard operating procedures (SOPs) for tasks used to maintain the system.
- Coordinate and manage construction and repair projects, ensuring they are completed on time, within budget, and to specified standards.
- Involved with the preparation of the operations budget, including forecasting expenditures and monitoring financial performance.
- Manage procurement processes for equipment, materials, and services, ensuring cost-effectiveness and adherence to District policies.
- Evaluate and recommend improvements to operational practices and resource allocation.
- Oversees customer inquiries, complaints, and requests related to water service, quality, pressure, and outages.
- Develop and implement emergency response plans and procedures for water system failures, natural disasters, and other emergencies.
- Coordinate with emergency response teams, local authorities, and other stakeholders to manage and mitigate emergency situations.
- Conduct post-incident evaluations to improve response strategies and prevent future occurrences.
- Provide information and prepare materials to support board meetings, and attend board meetings, as needed.
- Implements and oversees a contract management protocol for the Operations Department.
- Upholds, implements, and trains operations staff on the policies of the District, including the Records Management and Financial Management Policies.

QUALIFICATIONS

Knowledge of:

- State and federal rules and regulations as they pertain to water distribution and treatment operations.
- Principles and methods of water treatment and distribution.
- Procedures, materials and equipment used in the operation, maintenance and improvement of water treatment and distribution.
- Principles of supervision, training and effective personnel management.
- Standard water quality tests.
- Reporting and compliance requirements established by regulatory agencies.
- Safe work methods and safety precautions as related to the job.
- Emergency planning and response.

Ability to:

- Plan, organize, schedule, and supervise personnel directly and through subordinates.
- Establish and maintain effective working relationships with management, subordinates, the public, and other public and private agencies.
- Evaluate maintenance and operations issues, develop alternatives, and implement effective courses of action.
- Provide technical advice and recommendations on maintenance and operation activities.
- Plan, develop and administer an annual department budget.
- Prepare clear, accurate and complete records and reports and to meet required filing deadlines.
- Perform a variety of operations and maintenance assignments.
- Perform standard water quality tests.
- Perform data entry and word processing accurately and expeditiously.
- Understand and carry out oral and written directions.
- Organize and maintain records and files.
- Assemble data and prepare reports.
- Read, interpret, and implement procedures, regulations, and policies as established and required by regulatory agencies.

Education and Experience:

- A minimum of five years of experience in water operations, including at least two years in a supervisory role.

Certifications:

- Valid California State Water Distribution Grade 3 (D3) and Treatment Grade 1 (T1) Certifications or higher.
- Additional certifications may be required based on local regulations or operational needs.

Skills:

- Strong leadership and management capabilities, with a proven ability to supervise a diverse team effectively.
- Comprehensive knowledge of water system operations, maintenance, and regulatory compliance.
- Excellent problem-solving skills, with the ability to analyze complex issues and implement effective solutions.
- Effective communication skills, both verbal and written, with the ability to interact professionally with staff, customers, and regulatory agencies.

PHYSICAL DEMANDS



FEBRUARY 2025
FLSA: EXEMPT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in the field; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines, to climb and descend ladders, to operate varied hand and power tools and equipment, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees also work in the field and are exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

WORK CONDITIONS

May be required to work during emergencies after hours and on weekends and/or holidays.

WATER RESOURCES COORDINATOR

DEFINITION

Under direction, performs administrative, financial, budgetary, and statistical analyses and research in support of District activities, functions, and programs related to water demand and conservation, groundwater management, water supply planning, and other water resources planning tasks; plans, develops, and implements assigned programs; compiles, integrates, and analyzes planning-related data; conducts research and prepares technical reports and research papers; develops reports in compliance with federal, state, and local requirements; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction and supervision from the Operations Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level professional classification responsible for performing analytical work in support of a District operations, functions, programs, and projects. Positions perform the full range of duties as assigned, maintaining confidentiality, working independently, and exercising 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 the Operations Manager in that the latter has management responsibility for all operational services, functions, and programs.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Using GIS, AMI, databases, and other tools, researches, collects, receives, compiles, integrates, and analyzes information in support of planning, water resources, capital improvement projects, growth projections, environmental studies, and demographic analyses; writes scripts to access and format information from databases.
- Oversees the District's Urban Water Management Plan and Water Shortage Contingency Plan; ensures compliance with regulatory reporting requirements.
- Oversees the District's Water Efficiency Landscape Ordinance; reviews development plans in accordance with ordinance requirements; ensures compliance with regulatory reporting requirements.
- Prepares comprehensive reports and technical research papers for presentation and/or publication; prepares maps, stratigraphic cross-sections, diagrams, schematics, and fact sheets.
- Analyzes and tracks programs; develops and maintains working relationships with the Bay Area Water Supply and Conservation Agency and other local water suppliers on water resource matters; keeps

abreast of technologies and programs in water resource planning; and recommends, develops, and coordinates implementation of such programs.

- Manages and administers appropriate databases including spatial data; collects and compiles critical data in a variety of formats to generate and document alternatives for comparison.
- Analyzes availability and feasibility of grant funding for water resource planning programs and initiatives; completes grant applications to secure funding; ensures all reports and program budgets required by grant programs are completed as required.
- Develops and evaluates computer-generated statistical models of a variety of interdependent variables, using extrapolative and econometric methods to forecast water resource requirements in the District's service area; develops future water resource utilization scenarios and forecasting and explanatory models of water demand; ensures that research and forecasting methodologies utilize optimum research techniques.
- Performs a wide range of professional-level analyses in support of ongoing and ad hoc reporting requirements as assigned.
- Conducts studies or project analyses of groundwater, surface water, recycled water, wastewater, conservation, and other water-related data; coordinates and monitors the work of assigned project consultants and contractors; reviews, evaluates, and critiques work products of project consultants and contractors.
- Designs and develops report formats to meet management information needs.
- Conducts research or project analyses of water conservation, water use, supply, demand, and other water-related data; coordinates and monitors the work of assigned project consultants and contractors; receives, completes, and submits surveys from Bay Area Water Supply and Conservation Agency (BAWSCA), San Francisco Public Utilities Commission, State Water Resources Control Board, and the Department of Water Resources; compiles, prepares, and submits reports to various regulatory agencies, including Urban Water Management Plan.
- Plans, promotes, and implements water conservation, water education, and public outreach and information initiatives, events, and campaigns; maintains awareness of new developments in the field of water conservation and demand management; evaluates program effectiveness and makes recommendations and presentations for the development and implementation of new and/or modified programs or services; develops and writes water conservation and water education materials; represents the District on water conservation issues at the local and regional level; coordinates content for Annual Water Conservation Report and District newsletter; updates water conservation webpage at District website.
- Administers water conservation rebate programs for commercial and residential facilities; tracks the budget; reviews and analyzes data; communicates with participants and contractors; prepares regular written reports to management.
- Participates in research, development, conversion, installation, and maintenance information technology projects for assigned applications and systems.
- Develops and oversees requests for proposals for professional and/or contracted services; prepares scope of work; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with District specifications and service quality.
- Maintains a diverse range of files and records; develops records management systems, ensures accuracy of records and files, and complies with retention schedules.
- Participates on a variety of interdisciplinary committees and commissions and represents the District to a variety of community and stakeholder groups.
- Monitors changes in laws, regulations, and technology that may affect assigned operations; and implements policy and procedural changes as required.

- Attends and participates in meetings with officials of other governmental agencies, businesses, and community groups, professional groups, and the public regarding assigned projects and programs; coordinates project or program developments and implementations; responds to requests for information from the public on District programs or projects.
- May provide work direction to staff on a project or on a day-to-day basis; provides support to system users regarding custom data and mapping products and provides training to users on GIS software.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, procedures, standards, practices, trends, and information sources in the field of water resources planning.
- Application of ordinances, legislation, policies, standards, procedures, and historical trends and practices associated with water resources planning.
- Terminology, symbols, and techniques used in water resources planning.
- The District's water delivery system.
- The District's pricing policies.
- Content and use of District water resources databases.
- GIS concepts and analytical techniques.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, budget development and administration, and contract administration.
- Principles, methods, and techniques used in the distribution of information to specific audiences.
- Principles and techniques of conducting analytical and research studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports and correspondence.
- Applicable federal, state, and local laws, regulatory codes, and ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to assigned programs, projects, and services.
- Recordkeeping principles and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Work with and integrate ESRI ArcGIS and ESRI extensions with related software.
- Understand legal and statistical data in technical reports.
- Perform water resource management and water quality analyses using computer models, GIS, and multiple databases.
- Analyze administrative, operational and organizational problems, evaluate alternatives, and reach sound conclusions.

- Accurately collect, evaluate, and interpret varied data, either in statistical or narrative form.
- Plan and implement assigned programs, projects, and activities in an independent and cooperative manner.
- Deal tactfully with the public and others in providing information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Effectively represent the District in meetings with governmental agencies; community groups; various businesses, professional, and regulatory organizations; and in meetings with individuals.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain confidentiality of materials, records, files, and other privileged information.
- Perform detailed administrative support work accurately and in a timely manner.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized 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 and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in physical sciences, environmental or civil engineering, economics, natural resources management, public administration, or a related field, and at least two (2) years of experience in a governmental or public utility setting is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 35 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing District policies and procedures.

WATER SYSTEM OPERATOR

DEFINITION

Under general supervision, performs a variety of work in the installation, maintenance, and repair of the District's water distribution system and infrastructure; operates, controls, and maintains the District's water production systems and facilities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Field Operations Supervisor. Exercises no supervision over staff. May provide technical and functional direction and training to assigned staff as needed.

CLASS CHARACTERISTICS

This is a journey-level class responsible for performing the full range of technical duties required to ensure that the District's infrastructure, systems, and facilities are maintained in a safe and effective working condition. Responsibilities include inspecting and attending to assigned areas in a timely manner, and performing a wide variety of tasks in the operation, maintenance, and repair of assigned facilities and systems. 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 Lead Operator in that the latter is responsible for providing technical and functional direction to lower-level operations staff and for performing the most complex operations and maintenance duties assigned.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Performs construction, maintenance, and repair activities of District water utilities systems and infrastructure, including fire hydrants, pipelines, water production facilities and related pumping equipment, residential and commercial water meters, valve cans, meter boxes, water distribution valves, wells, and related facilities.
- Performs water meter maintenance, including installing new meters, testing and repairing meters of various sizes, locating and repairing leaks, and replacing meters as necessary; installs service lines and accounts for the installation of new or replacement meters.
- Flushes water mains to ensure water quality meets California State Water Resources Control Board standards.
- Repairs concrete after water distribution system maintenance, including sidewalk panels, structural foundations, and temporary and final street patches.
- Uses valve-turning equipment to isolate and shut down pre-designated water lines for routine maintenance and in emergency situations; ensures proper shut-down of services by utilizing sounding equipment and flow rates; provides explanations to the public during shut-downs.

- Installs, maintains, flushes, and repairs fire hydrants.
- Utilizes Supervisory Control and Data Acquisition System to ensure efficient operation of the water treatment and distribution systems including wells, water storage tanks, pump stations, and hydrants.
- Observes variations in operating conditions by interpreting meter, gauge, graph readings, and tests results to determine pressure and flow requirements to meet demand.
- Prepares and maintains detailed logs, records, and reports on a variety of water production system operations, tests, system maintenance performed, operating conditions, and inspection results.
- Performs maintenance and repair of treatment water system facilities and equipment such as pumps, motors, valves, storage tanks, cathodic protection test stations, anodes, rectifiers, backup generators, and related equipment.
- Takes samples from sampling stations located throughout the District's service area to measure system performance and to ensure compliance with water quality standards; delivers samples for further testing and analysis; maintains records.
- Receives and responds to service calls and customer complaints regarding issues such as leaks, high or low pressure, consumption levels, and water quality; turns water service on and off; resolves or refers issues to supervisor.
- Monitors contractors working with and around underground services to ensure the work is appropriately performed to District standards and meet regulatory requirements; coordinates work with other utilities service providers; addresses discrepancies as necessary.
- Performs grounds maintenance such as mowing, weed abatement, and picking up trash and debris in and around pump stations, wells, tanks, and other District facilities.
- Reads and interprets maps and diagrams in the performance of the work.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Operates and maintains light, medium, and heavy-duty equipment such as backhoes, skip loaders, dump trucks, forklifts, and other equipment appropriate to the functional area of assignment.
- Operates a variety of hand and power tools and equipment related to work assignment as instructed.
- Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Installs street barricades and cones, and controls traffic around work sites to ensure safe conditions for the general public and District staff.
- Inspects assigned District infrastructure for safety issues, structural integrity, and possible future work projects and programs; appropriately marks areas that need to be repaired.
- Notifies assigned supervisor of the need for repair or additional maintenance as found during routine inspection and cleaning activities; prepares work orders or notes service requirements.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- May provide technical and functional direction to staff in the absence of a Lead Operator and Operations Supervisor.
- Maintains accurate logs and records of work performed and materials and equipment used.
- Attends training, meetings, workshops, etc., as required to enhance job knowledge and skills.
- Responds to after-hours emergencies and assists other staff as needed in emergency or relief situations.
- Performs on-call, stand by duty on a regular basis.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, tools, and equipment required to operate and control water distribution and production systems and facilities.
- Maintenance principles, practices, tools, and materials for maintaining and repairing water distribution systems and infrastructure.
- Basic mechanical, electrical, and hydraulic principles.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.
- Occupational hazards and safety equipment and practices related to the work such as handling chemicals and working in and around confined spaces.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Traffic control procedures and traffic sign regulations.
- Principles and procedures of recordkeeping and reporting.
- Basic arithmetic.
- Safe driving rules and practices.
- Basic computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Operate, control, maintain, and repair water production systems and related infrastructure, facilities, and appurtenances similar to those at the District.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Safely and effectively use and operate hand and power tools, mechanical equipment, and light to heavy equipment required for the work.
- Understand, apply, and ensure compliance with applicable federal, state, and local laws and regulations, and District policies and procedures.
- Make accurate arithmetic calculations.
- Set up and operate traffic area construction zones, including cones, barricades, and flagging.
- Read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.
- Follow department policies and procedures related to assigned duties.
- Maintain accurate logs and basic written records of work performed.
- 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 and procedural, guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and five (5) years of experience in the construction, maintenance, and repair of water utilities infrastructure, and/or operation, maintenance, and repair of water production systems and related facilities.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a valid Grade II or higher Water Distribution Operator Certificate issued by the California Department of Public Health.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle to visit various District sites; 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 80 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

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

WORKING CONDITIONS

Required to be on-call and to work various shifts or emergencies during evenings, weekends, and/or holidays.

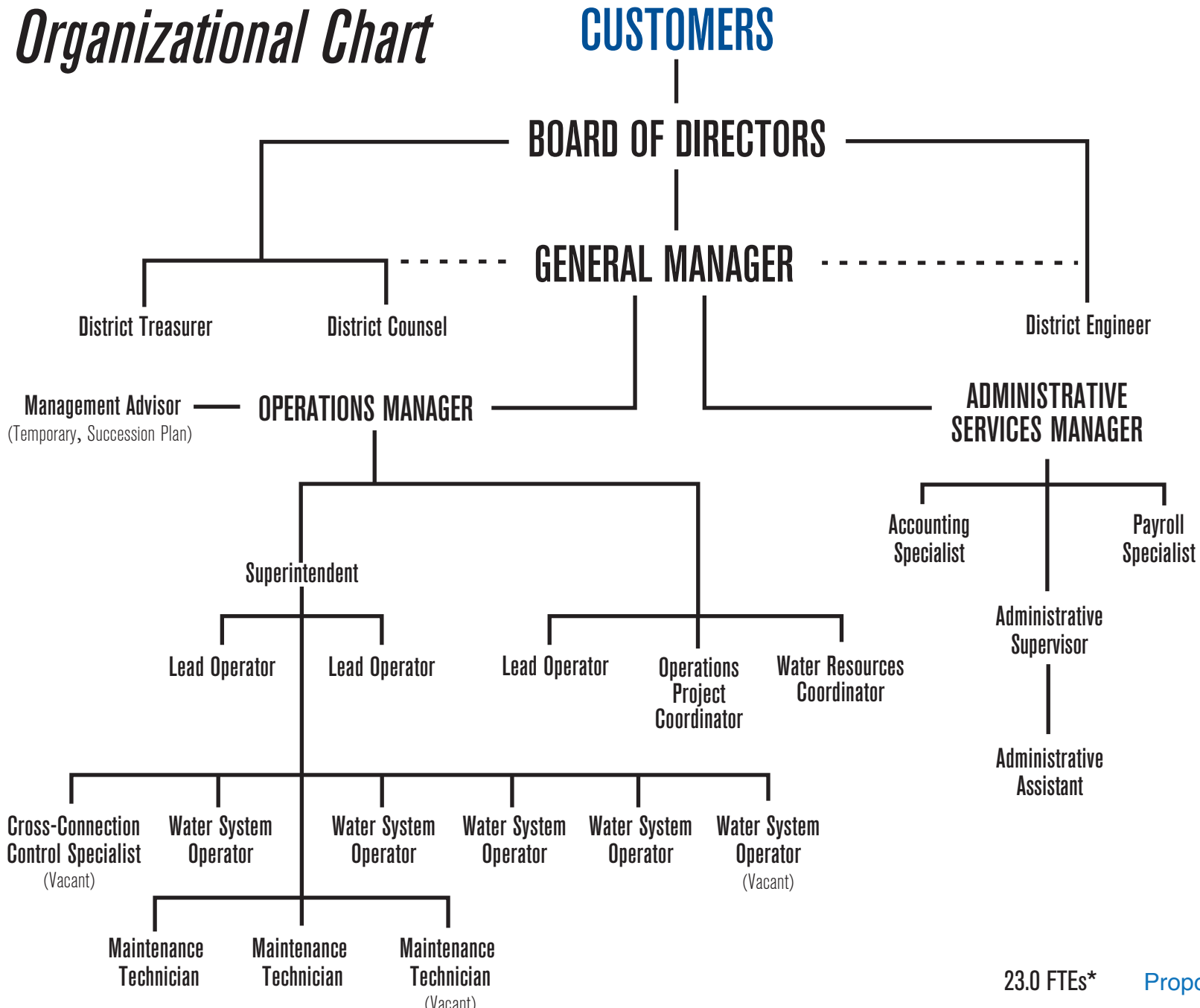


EXHIBIT B

MPWD ORGANIZATIONAL CHART



Organizational Chart



23.0 FTEs*

Proposed: September, 2025



EXHIBIT C-1

SALARY SCHEDULE

SALARY SCHEDULE
Effective September 26, 2025

CLASSIFICATION	ANNUAL SALARY RANGE
Non-Exempt	
ADMINISTRATIVE ASSISTANT	\$73,472 - \$96,162/Year
MAINTENANCE TECHNICIAN	\$73,472 - \$96,162/Year
ADMINISTRATIVE SPECIALIST	\$89,679 - \$118,852/Year
PAYROLL SPECIALIST	\$89,679 - \$118,852/Year
ACCOUNTING SPECIALIST	\$89,679 - \$118,852/Year
WATER SYSTEM OPERATOR	\$89,679 - \$118,852/Year
CROSS-CONNECTION CONTROL SPECIALIST	\$96,000 - \$126,000/Year
LEAD OPERATOR	\$102,645 - \$133,978/Year
MANAGEMENT ANALYST	\$102,645 - \$133,978/Year
OPERATIONS PROJECT COORDINATOR	\$112,369 - \$146,944/Year
WATER RESOURCES COORDINATOR	\$112,369 - \$146,944/Year
ADMINISTRATIVE SUPERVISOR	\$114,530 - \$150,185/Year
OPERATIONS SUPERVISOR	\$130,737 - \$170,714/Year
Exempt	
ACCOUNTANT	\$104,900 - \$136,370/Year
SUPERINTENDENT	\$153,540 - \$201,226/Year
ADMINISTRATIVE SERVICES MANAGER	\$158,829 - \$207,450/Year
OPERATIONS MANAGER	\$158,829 - \$207,450/Year
MANAGEMENT ADVISOR	\$195,000 - \$212,000/Year
GENERAL MANAGER	\$241,875/Year