MID-PENINSULA
WATER DISTRICT

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:

- Compensation Plan adopted September 27, 2018 (Resolution 2018-XX)
- 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. General Manager
B. Operations Manager
C. Administrative Services Manager
D. Operations Supervisor
E. Lead Operator
F. Water System Operator
G. Maintenance Technician
H. Administrative Specialist
I. Accountant
J. Administrative Assistant

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***
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.	**4.1% to 5.0%**
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.	**3.1% to 4.0%**
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.	**1.6% to 3.0%**
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.	**0.0% to 1.5%**
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.	**0.0%**

MID-PENINSULA
WATER DISTRICT

EXHIBIT A

EMPLOYEE CLASSIFICATION DESCRIPTIONS

MID-PENINSULA
WATER DISTRICT

NOVEMBER 2017
FLSA: NON-EXEMPT

ACCOUNTANT

DEFINITION

Under general supervision, performs professional accounting work, including auditing, analyzing, and verifying fiscal records and reports; prepares financial and statistical reports, provides information to District staff regarding accounting practices and procedures, and reconciles general ledger accounts; assists in preparing the District's annual and mid-year budgets; prepares year-end audit reports and schedules; 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 professional accounting classification. While most work is subject to review from the Administrative Services Manager, incumbents exercise discretion and independent judgment in performing accounting and financial activities for the District. Successful performance of the work requires considerable knowledge of governmental accounting practices and procedures, fund accounting, and fiscal management. 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.

- Provides responsible professional and technical assistance in the administration and implementation of the District's financial, auditing, and accounting programs and activities including accounts payable, utility billing, accounts receivable, payroll, and reporting.
- Prepares journal entries and reconciles general ledger, subsidiary accounts, and other accounting transactions and reports; compiles and prepares periodic financial schedules and reports; maintains spreadsheets on interest income and expenses.
- Assists in preparation of monthly, quarterly, and annual financial statements and footnotes; prepares a variety of periodic, and special financial reports for operational use, and for presentation to the Board of Directors.
- Analyzes and reconciles expenditure and revenue accounts, verifying availability of funds and classification of expenditures; researches and analyzes transactions to resolve problems.
- Monitors cash receipts and reconciles monthly bank statements.
- Reviews accounting documents to ensure accurate information and calculations, and makes original and correcting journal entries; examines supporting documentation for accuracy and completeness, and to ensure proper authorizations; prepares and maintains control and subsidiary accounting records involving fixed assets and other special accounts.

- Coordinates and performs grants administration and reporting; ensures compliance with federal, state and local regulations.
- Verifies the accuracy of timekeeping reports and calculations; researches discrepancies and makes corrections; prepares state and federal tax reports, W-2's, and 1099's.
- Interprets, explains and applies general and governmental accounting/auditing principles and procedures, laws, and regulations affecting the financial operations of municipal government.
- Reviews documentation submitted for accuracy and conformance to legal and procedural requirements.
- Participates in the compilation and preparation of the annual budget, including assisting management with budget preparation, providing estimated grant revenues and expenditures, monitoring expenditures to ensure compliance with adopted budget, and assisting in publication of the budget.
- Assists in preparing audit schedules for external auditors and assists the Administrative Services Manager during the annual auditing process; confers with managers and staff regarding new or modified fiscal procedures and ensures that internal controls are observed.
- Attends meetings, conferences, workshops, and training sessions, and reviews publications to maintain current knowledge of principles, practices, and new developments in accounting and reporting requirements, policies and procedures; recommends and implements changes to accounting policy and procedures to ensure compliance with governmental requirements and regulations.
- Assists the Administrative Services Manager with special projects as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern principles, practices, and methods of public and governmental accounting and financing, including program budgeting, auditing and their application to special district operations, financial statement preparation, and methods of financial control and reporting.
- General principles and practices of data processing and its applicability to accounting operations.
- Applicable federal, state, and local ordinances, resolutions and laws affecting financial operations.
- Principles and practices of business organization and public administration.
- Record keeping 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:

- Analyze financial data and draw sound conclusions.
- Analyze, post, balance, and reconcile complex financial data and accounts.
- Ensure proper authorization and documentation for disbursements.
- Evaluate and recommend improvements in operations, procedures, policies or methods.
- Analyze situations accurately and recommend effective course of action.
- Understand and carry out a variety of complex instructions in a responsible and independent manner.
- Prepare clear, complete and concise financial statements and reports.
- Understand, interpret, apply, and explain applicable federal, state, and local policies, procedures, laws, and regulations.

- Collect, obtain, evaluate, and interpret technical and specialized financial information correctly and explain information clearly, accurately, and concisely to customers.
- Establish and maintain a variety of files and records.
- 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 accounting, finance, business or public administration, or a related field and four (4) years of professional accounting experience. Experience in a governmental or public utility setting is desirable.

Licenses and Certifications:

- None.

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.

MID-PENINSULA WATER DISTRICT

NOVEMBER 2017
FLSA: NON-EXEMPT

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.

MID-PENINSULA WATER DISTRICT

NOVEMBER 2017
FLSA: EXEMPT

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under general direction, plans, supervises, coordinates, and reviews the work of staff performing customer service, utility billing, finance, accounting, water conservation, public outreach, and administrative support functions; administers finance and human resources; acts as the Board Secretary; serves as a liaison and coordinates assigned activities with other District departments and external agencies to ensure compliance with reporting/procedures; 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, accounts receivable, water conservation, public outreach, 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 District and department budgets; 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.
- 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 benefits administration, recruitment and selection, classification and compensation, employee relations, property and liability insurances, and risk management.
- Supervises and participates in all activities related to the District's finance and accounting function, including accounts payable, accounts receivable, payroll, year-end closing, bank reconciliation, and financial reporting.
- Directs and oversees the completion of the District's annual audit; works with external auditors to ensure responses are complete, well documented, and provided in a timely manner.
- 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 programs.
- Acts as the Board 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 finance, budget administration, general and governmental accounting, auditing, and reporting functions; sound financial management policies and procedures.
- Principles and practices of customer service and utility billing functions.
- Principles and practices of human resources administration.
- Principles and practices of water conservation and public outreach program administration.
- 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.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- 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 finance, accounting, business or public administration, or a related field, and five (5) years of increasingly responsible experience managing and/or supervising finance and accounting functions. Experience in a governmental or public utility setting is preferred and experience human resources and/or customer service 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.

MID-PENINSULA WATER DISTRICT

NOVEMBER 2017
FLSA: NON-EXEMPT

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.

MID-PENINSULA WATER DISTRICT

NOVEMBER 2017
FLSA: EXEMPT

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.

MID-PENINSULA WATER DISTRICT

NOVEMBER 2017
FLSA: NON-EXEMPT

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.

MID-PENINSULA
WATER DISTRICT

NOVEMBER 2017
FLSA: NON-EXEMPT

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.

MID-PENINSULA WATER DISTRICT

NOVEMBER 2017
FLSA: NON-EXEMPT

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.

MID-PENINSULA WATER DISTRICT

NOVEMBER 2017
FLSA: EXEMPT

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.

MID-PENINSULA WATER DISTRICT

NOVEMBER 2017
FLSA: NON-EXEMPT

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

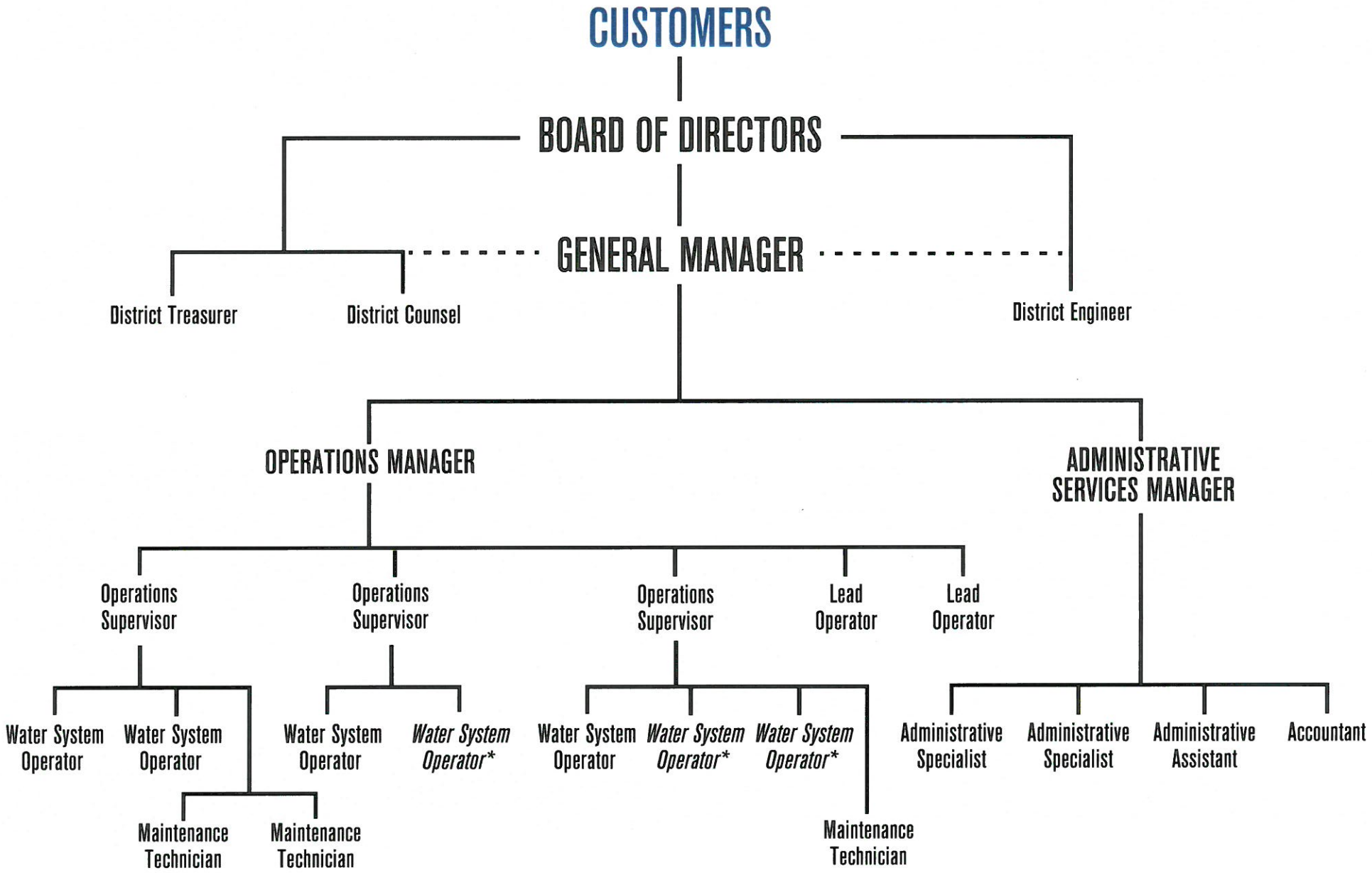
Required to be on-call and to work various shifts or emergencies during evenings, weekends, and/or holidays.

MID-PENINSULA
WATER DISTRICT

EXHIBIT B

MPWD ORGANIZATIONAL CHART

MPWD ORGANIZATIONAL CHART



* These positions are for succession planning.

September 27, 2018

MID-PENINSULA
WATER DISTRICT

EXHIBIT C-1

REPRESENTED EMPLOYEES – MPWD EMPLOYEE ASSOCIATION

MID-PENINSULA WATER DISTRICT

EXHIBIT C-1
MPWD Compensation Plan
September 27, 2018 > Resolution 2018-20

SALARY SCHEDULE – Effective October 1, 2018

PERSONNEL CLASSIFICATION	*FY 2022/2023 SALARY RANGE*	*FY 2021/2022 SALARY RANGE*	*FY 2020/2021 SALARY RANGE*	*FY 2019/2020 SALARY RANGE*	*MARKET MEDIAN* *FY 2018/2019 SALARY RANGE*
Accountant					$6,496 - $8,444/Month $77,947 - $101,331/Year
Administrative Assistant					$4,712 - $6,126/Month $56,544 - $73,508/Year
Administrative Specialist					$5,465 - $7,104/Month $65,574 - $85,246/Year
Lead Operator					$5,885 - $7,650/Month $70,616 - $91,801/Year
Maintenance Technician					$4,597 - $5,976/Month $55,165 - $71,715/Year
Operations Supervisor					$7,721 - $10,038/Month $92,654 - $120,451/Year
Water System Operator					$5,201 - $6,762/Month $62,414 - $81,139/Year

MID-PENINSULA
WATER DISTRICT

EXHIBIT C-2

UNREPRESENTED EMPLOYEES – MANAGEMENT EXEMPT

MID-PENINSULA
WATER DISTRICT

UNREPRESENTED EMPLOYEES - MANAGEMENT EXEMPT

SALARY SCHEDULE – Effective October 1, 2018

PERSONNEL CLASSIFICATION	*FY 2022/2023 SALARY RANGE*	*FY 2021/2022 SALARY RANGE*	*FY 2020/2021 SALARY RANGE*	*FY 2019/2020 SALARY RANGE*	*MARKET MEDIAN* *FY 2018/2019 SALARY RANGE*
Administrative Services Manager					$9,643 - $12,536/Month $115,713 - $150,426/Year
Operations Manager					$9,643 - $12,536/Month $115,713 - $150,426/Year