

Water Authority Position Description

WATER CONSERVATION SPECIALIST

Status	Position Code	Level	Date
APPROVED	WUIN	M24	May 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

PERFORM A VARIETY OF ACTIVITIES RELATED TO THE WATER AUTHORITY'S CONSERVATION PROGRAM. PROVIDE PUBLIC OUTREACH TO ENCOURAGE SUSTAINABLE OUTDOOR WATER MANAGEMENT PRACTICES, UTILIZATION OF INCENTIVES AND REDUCE CONSUMPTIVE WATER LOSS AND AVOID WATER WASTE.

MIN EDUCATION & EXPERIENCE REQ

ASSOCIATE'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY OR A TWO (2) YEAR TECHNICAL CERTIFICATE WITH MAJOR COURSE WORK IN HORTICULTURE, ENVIRONMENTAL SCIENCE OR A RELATED FIELD, PLUS TWO (2) YEARS EXPERIENCE IN LANDSCAPING, HORTICULTURE, ENVIRONMENTAL ENFORCEMENT OR COMPLIANCE EXPERIENCE.

ADDITIONAL REQUIREMENTS

QUALIFIED WATER EFFICIENT LANDSCAPER CERTIFICATE WITHIN SIX (6) MONTHS OF HIRE
 POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
 POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVE GENERAL DIRECTION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

ESSENTIAL FUNCTIONS

1. SUPPORT THE CONSERVATION PROGRAM, LANDSCAPE EFFICIENCY, WATER WASTE AND WATER LOSS PREVENTION INITIATIVES.
2. RESPOND TO VARIOUS PHONE, IN-PERSON OR WEB INQUIRIES REGARDING CONSERVATION INCENTIVES/REBATES. INFORM CUSTOMERS OF REBATE REQUIREMENTS, RESTRICTIONS, PROGRAM POLICIES AND XERISCAPE OR IRRIGATION SCHEDULE INSPECTIONS.
3. RESPOND TO COMPLAINTS REGARDING VIOLATIONS OF WATER USE RESTRICTIONS, WATER WASTE AND LEAKS, OR WATER THEFT. SCHEDULE INSPECTIONS, RESEARCH AND DETERMINE WASTE/THEFT/LOSS RESPONSIBLE PARTY BY RETRIEVING INFORMATION FROM CUSTOMER BILLING SYSTEM, AMI SYSTEM AND GIS SYSTEM.
4. CONDUCT WATER WASTE INSPECTIONS TO OBTAIN PHOTOGRAPHIC AND/OR VIDEO RECORDS OF SITES. REVIEW FOR POTENTIAL VIOLATIONS OR POSSIBLE REBATE PARTICIPATION. PREPARE DETAILED DOCUMENTATION REGARDING REBATE REFERRALS/APPLICATIONS AND WARNINGS/VIOLATIONS OF THE WATER WASTE ORDINANCE CONDUCT. ASSIST INTERNS WITH CASE REVIEW AND REFERRAL.
5. FOLLOW-UP ON WATER WASTE OR OTHER WATER LOSS CASES AND ENSURE CUSTOMERS ADHERE TO APPLICABLE LAWS, ORDINANCES, RULES AND REGULATIONS.
6. COORDINATE ACTIVITIES TO REDUCE OUTDOOR CONSUMPTIVE USE BY MITIGATING WATER WASTE, WATER LOSS AND WATER THEFT WITH EDUCATIONAL OUTREACH.
7. SUPPORT THE WATERSMART WORKSHOPS BY MAINTAINING AND TRACKING REGISTRATION AND ATTENDING THE WORKSHOPS TO PROMOTE OUTDOOR REBATES.
8. COORDINATE, ORGANIZE AND PARTICIPATE IN PUBLIC OUTREACH EVENTS DESIGNED TO PROMOTE WATER EFFICIENCY AND REDUCE WATER WASTE, INCLUDING GIVING PRESENTATIONS TO THE PUBLIC.
9. CONDUCT IRRIGATION AUDITS INCLUDING TESTING AND ANALYZING RESIDENTIAL AND COMMERCIAL IRRIGATION SYSTEMS. IDENTIFY MODIFICATIONS AND RECOMMEND OUTDOOR WATER SAVING FIXTURES AND BEST MANAGEMENT PRACTICES. EXPLAIN TO CUSTOMERS HOW TO READ THEIR WATER METER AND RECOMMEND A WATERING SCHEDULE.
10. PREPARE STATISTICS AND REPORTS REGARDING WATER WASTE COMPLAINTS, CONSERVETRACK CASES, NON-REVENUE WATER LOSS, REBATES AND OTHER ACTIVITIES.

SUPPLEMENTAL FUNCTIONS

1. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

PRINCIPLES AND PRACTICES OF ENVIRONMENTAL PROTECTION AND REGULATION
METHODS AND TECHNIQUES OF IRRIGATION AND WATER CONSERVATION
PRINCIPLES AND PRACTICES OF WATER USE INSPECTIONS
PRINCIPLES OF DATA COLLECTION AND ANALYSIS
METHODS AND TECHNIQUES OF DATABASE SYSTEMS
PERTINENT FEDERAL, STATE AND LOCAL LAWS, REGULATIONS, AND ORDINANCES
PRINCIPLES OF BUSINESS LETTER WRITING AND BASIC REPORT PREPARATION
PRINCIPLES AND PROCEDURES OF RECORD KEEPING
MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT INCLUDING COMPUTERS

PREFERRED SKILL/ABILITY

ENFORCE WATER AUTHORITY WATER WASTE AND WATER RATE ORDINANCES
RESPOND TO REQUESTS AND INQUIRIES FROM THE GENERAL PUBLIC IN A
PROFESSIONAL MANNER
DEAL TACTFULLY AND COURTEOUSLY WITH ORDINANCE VIOLATORS
REMAIN CALM IN CONFRONTATIONAL SITUATIONS
PERFORM DATABASE SYSTEM TASKS
OPERATE A VIDEO CAMERA TO PRODUCE CLEAR DOCUMENTATION OF VIOLATIONS
CONDUCT WATER USE AUDITS AND IDENTIFY OPPORTUNITIES FOR WATER
CONSERVATION
ANALYZE WATER USE VIOLATIONS AND PREPARE CLEAR AND CONCISE
REPORTS
COMMUNICATE CLEARLY AND EFFECTIVELY WITH COWORKERS AND THE
PUBLIC, BOTH ORALLY AND IN WRITING
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE
CONTACTED IN THE COURSE OF WORK

WORKING CONDITIONS

OFFICE AND FIELD ENVIRONMENT; TRAVEL FROM SITE TO SITE; EXPOSURE TO WORK
IN OR WITH WATER; ODD SHIFTS TO INCLUDE EARLY MORNING, LATE NIGHTS AND
WEEKENDS.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED
DUTIES AND RESPONSIBILITIES SUCH AS: STANDING, WALKING OR SITTING FOR
PROLONGED PERIODS OF TIME.