



## City of Irving Job Description

### Water Programs Specialist

---

<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Water Utilities
<b>Job Code:</b>	U382	<b>Reports To (Job Title):</b>	Senior Utilities Compliance Manager

---

#### PURPOSE

To coordinate and implement departmental technical training program, the IISD partnership for career/technical education, and water conservation efforts and to provide leadership, oversight and technical expertise in the administration of the city's leak detection program.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Develop and maintain approved Texas Commission on Environmental Quality (TCEQ) training program necessary to retain required state licensing.
- Conduct classroom training for occupational licensing in accordance with state regulations.
- Coordinate and oversee water employees' training needs, license renewals and/or upgrades and documentation and tracking of safety program attendance, defensive driving classes and first aid training.
- Participate in and coordinate the Irving ISD partnership in support of the Career/Technical Education program designed to prepare high school students to take water/wastewater licensing exams.
- Deliver classroom instruction, provide field trip oversight and meter madness training and schedule TCEQ tests.
- Participate in developing and implementing public outreach, marketing strategies and educational incentives for the water conservation program, including organizing and participating in presentations at area schools, at festivals and with public groups such as homeowners associations.
- Collect data, prepare analyses, and maintain documentation on water programs and projects in support of a full range of reports.
- Coordinate and oversee leak detection workers in performing surveys, and preparing and completing necessary paperwork; review and/or assist with the most difficult leaks; provide training in the use of specialized leak detection equipment.
- Lead and participate in the residential water audit program; schedule appointments with Irving residents; provide information about water conservation; identify potential water loss situations during each audit and distribute promotional items that can reduce water waste; monitor and promote good customer relations and service.
- Perform related duties as assigned.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Coordinate and promote continuous cross-training for department employees in performing leak detection work.
- Develop new programming that supports existing water program functions including leak detection, technical training, IISD-CTE partnership, water conservation and drought contingency planning.
- Assist with logger patrols to collect data on water distribution system and existing leaks.
- Work with water repair crews to locate existing leaks in preparation for repair work.
- Participate in regional water conservation planning and drought contingency planning initiatives.
- Patrol the City of Irving to identify and cite water conservation, drought contingency, and irrigation ordinance violations.

## **SUPERVISORY RESPONSIBILITIES**

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 2 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

- Responsible for making purchases of equipment and supplies using a P-card or Purchase Order.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to an Associate's degree from an accredited college or university with major course work in Management, Public Administration, Environmental Science, or a closely related field.

### **EXPERIENCE**

- Three (3) years of water distribution system experience including two (2) years of leak detection work using specialized leak detection equipment.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate valid Texas driver's license.
- Class C water distribution and level II wastewater licenses from the Texas Commission on Environmental Quality.
- 80 hours of TCEQ approved training in "Methods of Teaching."

## **KNOWLEDGE OF**

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Environmental Laws and Regulations: Knowledge of federal, state and local environmental laws and the ability to apply current information to given situations.
- Regulations: Understanding of federal, state, and municipal restrictions, laws, and ordinances, including those pertaining to water conservation and drought contingency plans and state operator licensing requirements.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Utilities Construction: Engineering and other materials, methods, laws, and tools to safely and accurately complete utilities construction projects.
- Education and Training: Instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles.
- Leak Detection Practices: Methods and materials required for detecting leaks and determining the location of the leak underground.
- Maintenance Principles: Processes involved in upkeep of property and equipment to optimum state of cleanliness, repair, and efficiency.
- Water Conservation: A wide variety of water conservation principles and practices that can be applied to minimize water loss.
- Water Ordinance Enforcement: The city's drought contingency plan and the restrictions that must be enforced as well as how to prepare an NOV or citation that can be supported within the municipal courts in Irving.
- Office Software: Current word processing presentation, spreadsheet and database programs used by the city.

## **SKILLS AND ABILITIES IN**

- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Service Orientation: Actively looking for ways to help people.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do assigned work.
- Leak Detection Equipment Proficiency: Using a variety of sophisticated equipment for the detection and location of leaks on the city's water system including S30, correlator, loggers, and various listening devices that require sensitive listening skills.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Self-Management: Working well independently and without supervision.

- Maintaining Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Direction and Instructional Comprehension: Interpreting instructions furnished in written, oral, or diagram form.
- Written Expression: Communicating information and ideas in writing so others will understand, *which includes* completing reports according to pre-set formats.
- Persuasion: Convincing others to approach things differently.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Reading Comprehension: Reading and interpreting documents.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Leak Detection Sensitivity: Identifying visual signs of leaks, which may or may not include surfacing water.
- Interactive Presentation: Presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Effectively Representing Complex Findings: Recording and formatting data and information in such a way to explain the results achieved through a variety of water conservation, drought contingency and water loss programs and/or reports.

## **GUIDANCE RECEIVED**

### **Periodic Supervision and Range of Guidelines/Procedures**

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

## **CONTACTS**

Persons contacted in the performance of duties include a wide variety of city employees from support staff through department director level as well as external customers for problem solving, explanatory purposes, and a variety of public presentations and training.

## **EQUIPMENT AND PROPERTY**

Use of a city vehicle to travel to and from work sites is required. Work assigned to this classification requires use of specialized leak detection equipment including S30, correlator, line tracer, loggers, patroller, microphone, generator, pump or others as well as the full scope of general office equipment including computers, printers, copiers fax machines and telephone systems. Incumbent also operates and supports AV equipment use for the department.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee is frequently required to drive a vehicle, lift up to 50 pounds, listen, see, sit, stand, talk, and/or walk. Occasionally, s/he is required to grasp, handle, push, pull, reach, feel, balance, carry, and/or stoop. Rarely, s/he is required to climb, crawl, kneel, smell, and lift up to 100 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The employee is often located in an office setting, but the employee regularly is exposed to confined work space, dirty environment, extreme temperatures or weather conditions, air contamination improper illumination and moving mechanical parts. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.