



City of Irving Job Description

Water Conservation Specialist

FLSA Status:	Non-Exempt	Job Department:	Water Utilities
Job Code:	U492	Reports To (Job Title):	Senior Utilities Compliance Manager

PURPOSE

To perform the full scope of water conservation work including delivery of water conservation programs through a comprehensive information campaign in a variety of public settings including residents, IISD students and administration and a variety of public events and festivals; and to provide technical support and training related to the city's leak detection program including data collection, report preparation and monitoring of key performance indicators.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Support the water conservation program including gathering & reporting data regarding water loss, water usage and related conservation topics; provide instruction on general conservation principles and prepare information for delivery in public meetings and in electronic and print media.
- Assist in the development of public outreach & marketing strategies for water conservation; attend school career days, festivals, neighborhood association and civic group meetings, and various other local events to present information related to water conservation and the drought contingency plan.
- Maintain primary responsibility for monitoring and working with the logger & listening devices used to find and locate system breaches that result in water loss for the city and its water customers; prepare notifications for customers regarding the identification of residential and commercial private leaks.
- Conduct residential water audits to identify potential water loss issues for water customers; schedule appointments and meet with them regarding water concerns on their personal property.
- Serve as the primary coordinator and point-of-contact regarding the implementation of the city's drought contingency plan; patrol the city to identify violations; write Notices of Violation (NOVs) and citations, including backup information used in the prosecution of offenses; work with other water utilities staff to ensure ongoing and consistent monitoring during mandatory drought stages; ensure that all offenses are documented in detailed tracking spreadsheets; work with SCADA and reception staff to maintain up-to-date records.
- Assist in research and preparation required for granting variances to local businesses or residents regarding drought restrictions; post signage as appropriate.
- Prepare a wide variety of reports that document the full scope of the city's water conservation program to include water conservation and leak detection activities.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- 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.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Responsible for making incidental 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 with major coursework in science or a related field.

EXPERIENCE

- Two (2) years of progressively responsible experience in a water utility with public speaking/presentation experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver's license, or the ability to obtain one, is required.
- Class C water distribution and level I wastewater licenses from the Texas Commission on Environmental Quality (TCEQ).

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 & drought contingency plans.
- 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.
- Leak Detection: 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.
- Interactive Presentation Delivery: Speaking, delivering information, and responding to questions from audiences, such as groups of managers, clients, customers, and the general public, in a manner that ensures thoroughness, clarity and understanding.
- 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.
- 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.
- Mechanical/Technical: Safely operating diverse equipment, including 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.
- Self-Management: Working well independently and without supervision.
- Maintain Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand. This includes completing reports according to pre-set formats: written comprehension.
- Persuasion: Convincing others to approach things differently.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- 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.

- Sight-based Problem Identification: Identifying visual signs of leaks which may or may not include surfacing water.
- Program Reporting/Recordkeeping: Recording and format 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.

EQUIPMENT AND PROPERTY

Use of a city vehicle to travel to and from work sites is required. This job 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 AV equipment.

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. S/he is rarely 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 regularly is exposed to confined work space, dirty environment, extreme temperatures or weather conditions, air contamination improper illumination and moving mechanical parts. 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.