Date Adopted: 7/14/09

CITY OF GLENDORA WATER CONSERVATION OFFICER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are <u>not</u> intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, receives and investigates complaints and violations of water conservation policies and ordinances, public nuisances and Water Code violations; initiates enforcement action and issues citations and notices of violation; performs related duties as required.

CLASS CHARACTERISTICS

Water Conservation Officers are responsible for conducting investigations and enforcement action against violators of the Glendora Municipal Code and other County and State Codes.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

- 1. Receives complaints regarding water conservation and Water Code violations and public nuisances; patrols residential neighborhoods and business districts to detect and observe water usage violations; prepares case files, including the establishment of legal owner, the verification of the parcel address, and other information necessary to conduct investigation and enforcement action; conducts site visits or confers with City personnel regarding violations; documents violations by securing photographs and other pertinent data; ensures that accurate case files are maintained; issues citations and notices of violation. (a b c d e f g h i j k l n o p q r)
- 2. Determines alternative methods to achieve code compliance involving application of related laws, ordinances, and regulations; consults with City Attorney, other City departments and a variety of water agencies. (a c e h j k l n q r)
- 3. Prepares letters and reports; conducts follow-up procedures including the preparation of additional correspondence, site visits, communications with complainants, attorneys, and property owners involved in code violation cases. (a b c d e f g h i k l o p q r)
- 4. Prepares cases for legal action, summarizing evidence gathered in the course of periodic inspections; appears in cost assessment hearings and/or Court to present testimony. (a b c d e h k l m o p r)

- 5. Plans, develops and implements water conservation policies, recycling and water education and community promotion programs; administers educational programs and activities to assure ongoing support and promotion of community water conservation and water quality initiatives. (a b c d e f g h i j k l n o p q r)
- 6. Monitor water consumption reports for large water users; investigates high water usage to determine if water can be used more efficiently. (a b c d e f g h i k l n o p q r)
- 7. Works with outside agencies in the investigation of issues related to water conservation and issues pertaining to the National Pollution Discharge Elimination System (NPDES). (a b c d e f g h j k l m n o p q r)
- 8. Assist in drafting ordinances and resolutions pertaining to water conservation and drought management; works with customers to resolve high water usage problems and recommends solutions. (a b c d e f g h i j k l m n o p q r)
- 9. Responds to citizen inquiries and complaints; research and resolve problems in a timely manner. (a b c d e f g h i j k l m n o p q r)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Write reports and keep accurate records.
- c. Analyze data and information.
- d. Conduct code enforcement activities independently.
- e. Identify violations of a variety of codes and regulations.
- f. Conduct inspections of a variety of buildings and facilities.
- g. Use photographic equipment such as Polaroid and digital cameras.
- h. Prepare documentation of events in a clear and concise manner in chronological order.
- i. Read and interpret maps, plans, and legal descriptions.
- j. Deal constructively with conflict and develop effective resolutions.
- k. Communicate effectively with a variety of personnel and establish/maintain effective working relationships.
- I. Explain and apply policies and procedures.

- m. Represent the City in court and at administrative hearings.
- n. Understand and follow verbal and written directions.
- o. Conduct research and draw logical conclusions.
- p. Operate a computer and use a variety of computer software.
- q. Enforce provisions of the municipal code with efficiency and impartiality.
- r. Operate a computer and use computer software.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to graduation from high school and three years of experience in municipal or private enforcement inspection or investigation services, including public contact. Sixty units of college credit is desirable.

Knowledge and Skill Levels

Working knowledge of the organization and functions of the various agencies involved in water transmission and distribution; related federal and state laws, ordinances, rules, and regulations; code enforcement; court etiquette and rules of evidence; office methods and procedures.

Special Requirements

Possession of or ability to obtain a Class C California driver's license and possess and maintain a satisfactory driving record.

Work weekends and evenings as required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

<u>Environment</u>: Work is performed in an office or field environment; travel from site to site; subject to noise, inclement weather conditions; frequent public contact.

<u>Physical:</u> Primary functions require sufficient physical ability and mobility to operate a City vehicle requiring repetitive hand movement and fine coordination; to sit, walk or stand for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; and to verbally communicate to exchange information.

<u>Vision:</u> See in the normal visual range with or without correction and distinguish color.

Hearing: Hear in the normal audio range with or without correction.