

CLASS SPECIFICATION
Water Conservation Programs Coordinator

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, researches, plans, develops, implements and evaluates complex water conservation initiatives for residential, industrial, commercial and institutional customers; prepares complex analyses of conservation issues; evaluates and recommends program initiatives to achieve water conservation targets; interacts with internal and external program or project stakeholders to build program support; performs related community outreach and education activities to support programs; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Water Conservation Programs Coordinators are responsible for implementing and monitoring water conservation programs and initiatives that are significant in scope and community visibility, including the development of public education and outreach materials and procedures. Incumbents conduct research on new and enhanced conservative methods and initiatives designed to achieve challenging water conservation and efficiency targets, as well as maintain conservation levels for customers targeted in the past. Assignments are given in terms of objectives to be achieved and incumbents are expected to exercise initiative and professional judgement in accomplishing desired conservation goals and objectives. Work requires strong analytical and communications skills and program/project management capabilities. An incumbent is responsible for leading and participating in efforts to build program support with internal and/or external program stakeholders. An incumbent may provide program leadership and work direction of other program support staff.

Water Conservation Programs Coordinator is distinguished from Water Conservation Programs Specialist in that incumbents in the former class have project management responsibility for conservation programs that are broader in scope and have greater public visibility, requiring broader professional knowledge gained through continuing professional development and experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Researches, plans, implements and evaluates conservation programs, activities and initiatives to promote efficient water use; participates in the development of program goals and objectives; develops program designs and recommends budgets; applies specialized conservation concepts in developing proposals for improved water usage for residential, commercial, industrial and institutional customers; conducts on-site audits and assessments and identifies water inefficiencies;

provides detailed analyses and recommendations for improvement in water usage efficiency; develops and implements ongoing research to assess the effectiveness of conservation efforts.

2. Identifies and makes recommendations regarding alternate sources of water and water use possibilities.
3. Analyzes alternative program or projects to meet goals and objectives of the City and bureau, including cost benefit and resource requirement analyses; recommends appropriate evaluation methodologies; ensures program compliance with all applicable City and outside agency requirements; evaluates cost benefit of alternatives and conducts implementation or expansion of programs.
4. Identifies public and private resources to support program objectives; develops proposal and funding applications; drafts requests for proposals, including identification of goals and objectives and defining project scope; sets timelines; evaluates consultant proposals and qualification, recommending selection of successful contractors; drafts required ordinances and other related reports; develops and administers contracts for service and monitors work to ensure contract requirements are met.
5. Collects and analyzes data and prepares documentation to summarize water usage and evaluate program effectiveness; develops data analysis methodologies to determine savings; prepares cost evaluations for water usage improvements to customers; maintains program data.
6. Organizes and conducts presentations and workshops for public and professional organization meetings and conferences on irrigation, conservation and water efficiency issues; coordinates and participates in the presentation of public workshops relative to water conservation and efficiency; performs research on new methodologies and techniques.
7. Coordinates program services and activities with other bureaus, City, office and outside agencies; develops program partnerships, where applicable, with other water utilities and outside agencies; facilitates intergovernmental agreements when necessary.
8. Represents the bureau in meetings with outside agencies regarding program issues; represents City and bureau at local and regional meetings; ensures that City and bureau goals are integrated into local and regional plans.
9. Develops, writes and produces education and outreach materials, brochures, pamphlets, efficiency guides and protocols to create outside interest and educate customers, city employees, other agencies and the media on conservation programs, issues and activities; acts as subject matter expert to respond to public inquiries, including elected officials, other agencies and the media; provides training and technical assistance to other bureau staff; develops and updates website information for the bureau.
10. Supervises part-time staff and volunteers as needed to support programs.

OTHER DUTIES

1. Provides conservation program support including responding to customer inquiries and evaluating customer needs.
2. Participates in various ad hoc committees and projects as needed.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

1. Water conservation methods, practices and techniques, including accepted industry practices in conducting water audits and the use of weather-related electronic equipment.
2. Industrial, commercial, institutional and residential customer consumption patterns, as they are impacted by production practices, heating/cooling machinery, plumbing fixtures and appliances, irrigation systems and landscaping techniques.
3. Water system source, transmission, distribution, water quality and related issues.
4. Techniques and methods to obtain data and billing histories and perform program evaluations within the bureau water billing system.
5. Principles, practices and techniques of program and project planning, budgeting and management.
6. Local, state and federal laws, regulations and guidelines pertaining to work.
7. Basic statistical analysis and modeling techniques and supporting computer software; other computer software applications related to work.
8. Program evaluation principles, methods and techniques.
9. Effective methods for communicating, developing support for and implementing conservation programs for specific water user groups.
10. Basic principles and practices of public outreach and involvement, including marketing principles and practices.
11. Principles and practices of business communication.
12. Customer service principles, practices, techniques and methods.
13. City practices and procedures for budgeting, purchasing and maintenance of public records.

Ability to:

1. Assemble and interpret statistical data applicable to design and evaluation of water conservation programs.
2. Conduct research, prepare studies/reports of current water conservation developments and trends, analyze issue and problems, develop alternatives and make sound, appropriate recommendations.
3. Understand, interpret, explain and apply City and local laws, regulations and programs applicable to water conservation requirements.
4. Coordinate program activities with multiple stakeholders and facilitate development of agreement and consensus.
5. Exercise sound independent judgement within established guidelines.
6. Operate a computer and use word processing, spreadsheet and graphics software in developing statistical analyses and preparing presentation materials.
7. Use a variety of technical equipment and measurement tools.
8. Communicate clearly and effectively, orally and in writing.
9. Represent the bureau effectively in meetings and before various groups.
10. Prepare clear, concise and accurate reports and other written materials.
11. Exercise tact and diplomacy in dealing with sensitive customer issues and situations.
12. Maintain effective working relationships with bureau managers, staff, community and industry groups, customers and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with major course work in earth or plant sciences, marketing, journalism or a related field; and three years of progressively responsible professional experience in conservation and/or in informing and educating the public on public policy issues; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

Certified Water Conservation Practitioner is desirable.

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02 Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

June 2009 - Change Job Class number from 7236 to 30000512, due to system change.