

CLASS SPECIFICATION
Water Conservation Program Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, plans, manages and directs the programs, activities and staff assigned to water and stormwater conservation programs to build public awareness and promote efficient water use through public information and conservation activities, water audits or technical assessments and water efficiency advice to a wide spectrum of customers; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Water Conservation Program Managers are responsible for managing and developing water and stormwater conservation activities and programs for the Water Bureau or Environmental Services bureau. Assignments are broad in scope and results are evaluated based on accomplishment of objectives.

Water Conservation Program Manager is distinguished from Water Conservation Programs Coordinator or other Program Coordinator positions in that an incumbent of the former class has management responsibility for a large water or stormwater conservation program with Citywide cost, impact and visibility.

Water Conservation Program Manager is further distinguished from other Conservation program classes by the incumbent's specialization in water or stormwater conservation programs and activities.

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. Plans, organizes, controls, integrates and evaluates the work of the assigned staff; with subordinate supervisors, develops, implements and monitors work plans to achieve City or bureau mission, goals and performance measures; directs the development of and monitors performance against the biennial program budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to

address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.

3. Provides leadership and works with supervisors and Program staff to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Manages, plans, organizes, integrates, directs and implements the City's water or stormwater conservation programs. Work may include community outreach, youth education, low income demand management, summer peak water use programs, water use audits for residential and large commercial landscape customers, management of the residential roof disconnection program, small multi family and commercial disconnection programs, including determining the volume of roof water diverted from the combined sewer in targeted geographic areas; technical assessment of properties targeted for downspout disconnection; hiring and training HUB contractors; develops and makes public presentations on conservation and water-efficiency issues.
5. Develops, coordinates and distributes public information materials regarding conservation or downspout disconnection; oversees the preparation of ordinances and contracts; prepares a variety of documents including memos, letters, reports, ordinances and contracts; prepares reports regarding program accomplishments.
6. Represents the water conservation or downspout disconnection program in development of programs, intergovernmental agreements and partnerships with other City bureaus, governmental agencies and community groups; maintains contract agreements and other cooperative efforts on behalf of the water conservation or downspout disconnection program; provides information to the City Council, bureau management, other agencies and the community about conservation programs and objectives.
7. Identifies programs to be implemented based on program priorities and available resources; ensures all programs are implemented on time and within budget.

OTHER DUTIES

1. Maintains an up-to-date understanding of current legislation relative to water or stormwater conservation issues; maintains up-to-date knowledge of state-of the-art programs to assist in making decisions about programs.
2. Participates in Northwest regional efforts to share water conservation program information and develop programs that can be adapted regionally; represents the bureau on the Pacific Northwest Section Conservation Committee and with the American Water Works Association; oversees staff that provides administrative support to regional committees; oversees budget, contract administration and purchasing to support implementation of regional conservation committee programs.

3. Projects the volume of roof water that can be safely and effectively diverted from the combined sewer for combined sewer overflow control and local basement flooding relief; determines the viability of downspout disconnection in areas of the City through analysis and consultation with geotechnical and soil experts; collaborates with Environmental Services design engineers and sewer modelers to set flow removal goals for specific geographic portions of the program target area; provides technical assistance and consultation to representatives of other cities on development and management of downspout disconnection programs.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

1. Policies, practices and methods for developing and administering a comprehensive water or stormwater conservation program.
2. Federal, state and local laws, rules, regulations and standards applicable to water and stormwater conservation.
3. Current trends and strategies, principles and practices applicable to water conservation in the Pacific Northwest.
4. Public information methods and techniques, including media relations practices.
5. Basic research methods and statistical analysis techniques.
6. Principles and practices of sound business communication.
7. Project management methods, tools and practices.
8. Principles and practices of public administration, including budgeting, purchasing and record keeping.
9. Local and regional conservation or stormwater management issues as they affect bureau operations and bureau objectives for conservation.
10. Customer classes within the City and their use of water or sewer services; operations, functions and available data in the customer billing information system.
11. Principles and practices of effective management and supervision.
12. City human resources policies and labor contract provisions.
13. Techniques for safe and effective downspout disconnection and stormwater conservation.
14. Geotechnical principles affecting stormwater management.

Ability to:

1. Understand, explain, interpret and apply complex federal, state and city requirements relating to water or stormwater conservation.
2. Evaluate existing water conservation programs and practices and make sound recommendations for improvement.
3. Evaluate downspout disconnection program performance and practices and make sound recommendations for improvement.
4. Lead, direct and evaluate the work of professional staff.
5. Exercise sound independent judgement within policy guidelines.
6. Communicate effectively, orally and in writing.
7. Prepare clear and concise analytical reports and other materials; conduct cost/benefit analyses with respect to program alternatives.
8. Facilitate meetings and hearings in an efficient manner.
9. Operate a computer and use standard word processing, presentation, spreadsheet, graphics illustration and database software.
10. Use problem solving and conflict resolution skills in sensitive situations.
11. Establish effective working relationships with City managers, employees, other government agency officials, professional and community groups, residential, commercial and industrial customers, the media 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 sciences, public or business administration, or a closely related field; and five years of experience in the development and implementation of water or stormwater conservation programs, at least two years of which were at a management or supervisory level; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

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 depends, 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

Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0970 PROGRAM MANAGER II. Adopted: 07-01-92

June 2009 - Change Job Class number from 7238 to 30000514, due to system change.