

San Benito County Water District

WATER PROGRAMMER I/II

These specifications are intended to present a descriptive list of the range of duties performed by employees in this position. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under the supervision of the Water Programmer III, performs duties related to all aspects of groundwater pumping and wells within the District, performs related work as assigned and provides office support duties.

ESSENTIAL FUNCTION STATEMENTS

- Advises owners and operators of all water producing facilities (wells) located within the District of the registration procedures, reports and legal requirements and penalties related to the use of the facilities.
- Assists the public in person and on the telephone in completing and filing groundwater production statements and explains rates, calculations, policies, and laws.
- Coordinates with Groundwater Technician and Accountant all changes in status of water producing facilities and maintains neat and accurate records relating to same.
- Uses an on-line computer terminal or a personal computer to enter, edit, and retrieve data and to generate reports.
- Prepares and types correspondence, reports, and other documents.
- Provides various office support duties.

Typical Physical Activities

- Communicates orally with District management, co-workers, and the public in face-to-face, one-on-one, and group settings.
- Regularly uses a telephone for communications.
- Use office equipment such as computer terminals, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles, methods, and techniques of compiling and analyzing water use and groundwater production data.
 - Methods and quantity of water used for various agricultural and industrial purposes.
 - Customer service relations.
 - Office administrative practices and procedures, including record management and the operation of standard office equipment, including on-line and personal computer systems.
 - Business mathematics, including percentages, decimals, and algebra.
 - Business letter writing and correct English usage.
-

San Benito County Water District

Skill in:

- Compiling, calculating, reconciling, and analyzing data.
- Reading and interpreting maps, charts, and graphs.
- Dealing tactfully with the public in potentially hostile situations in a customer service environment.
- Reading, interpreting and applying rules, policies, and procedures.
- Operating standard office equipment.
- Maintaining accurate detailed records.
- Preparing clear, concise, and accurate periodic and special reports.

Ability to:

- Learn quickly the policies and procedures related to the work.
- Use initiative and sound independent judgment within established guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up assignments with minimum of direction.
- Develop and maintain effective working relationships with water users, landowners, and representatives of other agencies and groups.

Desirable Education and Experience

Any combination of education and experience that has led to the acquisition of the knowledge, skills, and abilities as indicated below. Typical ways of acquiring the knowledge, skills, and abilities are:

Five (5) years of experience in general office or record keeping work. Prior experience in dealing with the public in service related work highly desirable.

SPECIAL REQUIREMENTS

- Possession of a valid California Driver's License issued by the State Department of Motor Vehicles and a driving record acceptable to the District's automobile insurance provider.
 - Obtain and maintain defensive driver training certification (training provided by the District).
 - Obtain and maintain CPR and First Aid training certification (training provided by the District).
-

San Benito County Water District

WATER PROGRAMMER III

These specifications are intended to present a descriptive list of the range of duties performed by employees in this position. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under the supervision of the District Manager or his designee, and in accordance with the Reclamation Reform Act and all amendments thereto, performs work related to acreage limitations, land registration and all other requirements of the Act, performs duties related to water allocation, ordering, delivery and recordkeeping activities, including water user accounts and relations.

DISTINGUISHING CHARACTERISTICS

Water Programmer III is the skilled level classification in this series. Individuals in this class perform difficult duties, including responding to water user inquiries and complaints in a satisfactory manner. Individuals exercise judgment in determining appropriate actions to take in dealing with water users and others following established policies and procedures.

ESSENTIAL FUNCTION STATEMENTS

- Advises owners and operators of all water producing facilities (wells) located within the District of the registration procedures, reports and legal requirements and penalties related to the use of the facilities.
 - Assists the public in person and on the telephone in completing and filing groundwater production statements and explains rates, calculations, policies, and laws.
 - Coordinates with Groundwater Technician and Accountant all changes in status of water producing facilities and maintains neat and accurate records relating to same.
 - Uses an on-line computer terminal or a personal computer to enter, edit, and retrieve data and to generate reports.
 - Prepares and types correspondence, reports, and other documents
 - Advises landowners and water users of the requirements of the Reclamation Reform Act with regard to acreage limitations and land certifications.
 - Process and maintain current water user and landowner land registrations, acreage limitation reports and summaries.
 - Advises water users of policies, rules, procedures, and legal requirements relating to the delivery of water.
 - Responds to and resolves water users' complaints or inquiries.
 - Receives, processes and approves water orders with applications to determine eligibility, and assembles data for use in preparation of monthly water bills.
 - Prepares various reports and records pertaining to water deliveries, including monthly bills.
 - Communicates information to, and receives information from, District personnel, water users, landowners, and various outside agencies
 - Provides oversight, training and work evaluation for subordinate water programmers.
 - Performs various office support duties and other related duties as assigned.
-

San Benito County Water District

- Acts as lead liaison to the United States Bureau of Reclamation regarding all land contracting issues including USBR audits.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles, methods, and techniques of compiling and analyzing water use and groundwater production data.
- Methods and quantity of water used for various agricultural and industrial purposes.
- Customer service relations.
- Office administrative practices and procedures, including record management and the operation of standard office equipment, including on-line and personal computer systems.
- Business mathematics, including percentages, decimals, and algebra.
- Business letter writing and correct English usage.

Skill in:

- Compiling, calculating, reconciling, and analyzing data.
- Reading and interpreting maps, charts, and graphs.
- Dealing tactfully with the public in potentially hostile situations in a customer service environment.
- Reading, interpreting and applying rules, policies, and procedures.
- Operating standard office equipment.
- Maintaining accurate detailed records.
- Preparing clear, concise, and accurate periodic and special reports.

Ability to:

- Learn quickly the policies and procedures related to the work.
- Use initiative and sound independent judgment within established guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up assignments with minimum of direction.
- Develop and maintain effective working relationships with water users, landowners, and representatives of other agencies and groups.

Desirable Education and Experience

Any combination of education and experience that has led to the acquisition of the knowledge, skills, and abilities as indicated below. Typical ways of acquiring the knowledge, skills, and abilities are:

- Five (5) years of experience in general office or recordkeeping work. Prior experience in dealing with the public in service related work high desirable.
 - Two (2) years of experience as a Water Programmer II with the District.
-

San Benito County Water District

Typical Physical Activities

- Communicates orally with District management, co-workers, subordinates, customers, contractors, vendors and the public in face-to-face, one-on-one and group settings.
- Regularly uses a telephone for communications.
- Uses standard office equipment such as computer, printer, copier and FAX machine.
- Sits at a desk or work station for extended time periods; intermittently twists to reach materials and equipment surrounding desk or work station.
- Hearing and vision within normal ranges.
- Lifts or carries weight of ten pounds or less.

SPECIAL REQUIREMENTS

- Possession of a valid California Driver's License issued by the State Department of Motor Vehicles and a driving record acceptable to the District's automobile insurance provider.
 - Obtain and maintain defensive driver training certification (training provided by the District).
 - Obtain and maintain CPR and First Aid training certification (training provided by the District).
-