

CRESCENTA VALLEY WATER DISTRICT

2700 Foothill Boulevard
La Crescenta, California

Agenda for the
Board Special Meeting
To be held on October 29, 2024 at 7:00 p.m

Posted: October 25, 2024 at 3:30 p.m.

Any written materials distributed to the Board in connection with this agenda will be made available at the same time for public inspection at the District office located at the above address.

Call to Order and Determination of Quorum

Pledge of Allegiance

Adoption of Agenda

Action Calendar

The public shall have an opportunity to comment on any action item as each item is considered by the Board prior to action being taken. This opportunity is non-transferable and speakers are limited to one two (2) minute comment.

1. **Budget-Based Rate Structure** – Ongoing placeholder for discussion regarding a water and wastewater budget-based rate structure for possible implementation by FY 2025-26 – Fourth Workshop
2. **Departmental Reorganization** – Consideration and motion to approve new and updated job descriptions associated with a proposed departmental reorganization – Water Quality and Asset Management Specialist / Sr. Specialist, Water Resources and External Affairs Specialist / Sr. Specialist, System Operations and Telemetry Manager, Water Resources and External Affairs Manager

Board Members' Request for Future Agenda Items

Closed Session

CONFERENCE WITH LABOR NEGOTIATORS – GOVT CODE SECTION 54957.6

Agency Designated Representative: General Counsel

Unrepresented Employee: General Manager

Adjournment

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 1
October 29, 2024

To: Honorable President and Members of the Board of Directors
From: James Lee – General Manager
Subject: **Budget-Based Structure for Water and Wastewater Rate Study – Workshop #4**

ACTION ITEM:

Continue discussion of a budget-based structure and associated considerations for the ongoing water and wastewater rate study.

BACKGROUND:

This is the fourth workshop in a series of discussions initiated at a November 8, 2023 Board workshop, with subsequent workshops on:

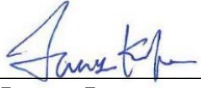
1. August 19, 2024 –The budget-based rate structure was reviewed and the Board was presented with three primary policy decisions, including: 1) default assignment of household size for an “indoor” water budget; 2) whether a variance process would be provided to customers; and 3) default allotment of irrigable area for an “outdoor” water budget.
2. September 10, 2024 – The Board provided the following policy direction: 1) a default allotment of 4 individuals per household to be provided for the indoor water budget; 2) providing a variance appeal process regarding household size; and 3) a default allotment of 1/3 of total lot size as outdoor irrigable area per Department of Water Resources data and Los Angeles County data for the outdoor water budget, including a cap for square footage to be determined in the future. Mr. Gaur of WRE also reviewed the relationships between fixed costs and fixed revenue and introduced several alternatives for more closely matching the two.
3. October 8, 2024 – The Board refined policy parameters and provided further direction as the budget-based rate structure discussion approaches the initial cost-of-service analysis and customer rate impacts analysis: 1) Develop a sensitivity analysis for the outdoor irrigable area allotment (90th and 95th percentiles); 2) determined to stay with 3 tiers as opposed to expanding to 4, as the differentiation between operating expenses more appropriately supports 3 tiers; 3) determined the appropriateness of adding a surcharge for water supply reliability based on the future focus on water supply reliability; 4) confirmed that it is appropriate to include pipeline replacement costs to be recovered by fixed charges; and 5) develop scenarios based on the balance between bond financing and the capital charge.

This item is a placeholder for discussion for the fourth workshop, which will delve deeper into the cost-of-service analysis and the resultant customer rate impacts across four scenarios.

RECOMMENDATION

Continue discussion of a budget-based structure and associated considerations for the ongoing water and wastewater rate study.

Prepared and Submitted by:

A handwritten signature in blue ink, appearing to read "James Lee", is written over a horizontal line.

James Lee
General Manager

Attachment(s): none

g:\management\board meeting staff reports\2024\10-08-24 board memo - Budget-Based Rate Structure.docx

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 2
October 29, 2024

To: Honorable President and Members of the Board of Directors
From: James Lee – General Manager
Subject: Departmental Reorganization

ACTION ITEM:

Consideration and motion to approve new and updated job descriptions associated with a proposed departmental reorganization – Water Quality and Asset Management Specialist / Sr. Specialist, Water Resources and External Affairs Specialist / Sr. Specialist, System Operations and Telemetry Manager, Water Resources and External Affairs Manager.

BACKGROUND:

The District's Strategic Plan goals include 'Reliable Water & Wastewater Service' and 'Exceptional Customer & Community Service', which are in turn supported by another goal, 'Employer & Workforce Excellence'. Objectives within the latter goal include: 'Assess Department Processes', 'Implement Succession Planning in Critical Areas', and 'Update Job Descriptions Consistent with Mission and Vision Efficacy'. As part of the District's strategic plan, staff has taken measures to increase resiliency and reliability. Measures taken include a District-wide approach to cross-training, advancement, and succession planning.

There are a number of operational enhancements to the organization that have been considered for several years. Recent staffing changes provide an opportunity to act on those organizational updates at this time – namely, the departure of the Regulatory & Public Affairs Manager and the onboarding of a new System Operations & Telemetry Manager, who possesses extensive experience in key areas.

The following are the primary operational priorities driving rationale for departmental restructure.

1. Water Quality Reporting – Water quality reporting is an essential function for present operations. Water quality reporting has resided in Regulatory and Public Affairs for many years, based in large part on existing skills, personalities, and individual capacities at the time that the position was created. This position currently reports to the General Manager. The industry standard is for water quality reporting to reside within System Operations and Telemetry (SO&T). A move to SO&T makes sense. It may cause decreased checks and balances, and this can be addressed by more robust processes and policies.
2. Asset Management – Over the last year, management has identified a need for and goal toward improving processes and systems in order to promote clear communication and expedite good decisions. Asset management can apply to all departments, and it more immediately applies to the SO&T and Operations & Management (O&M) departments. As the District increasingly adopts data, database management, and associated software, it makes sense for the District to have a central clearinghouse for these needs, and there is currently no such clearinghouse identified within the organizational chart.
3. Resiliency for Production Staff – Last year, management began discussing the potential for additional staff who can support production. The expectation that an additional full-time equivalent (FTE) would be broached in about one year was discussed during the September 23,

2023, Board meeting. With a new manager coming on board and the need for resiliency in general, there is an opportunity for a role that leaves potential capacity for more direct cross-training.

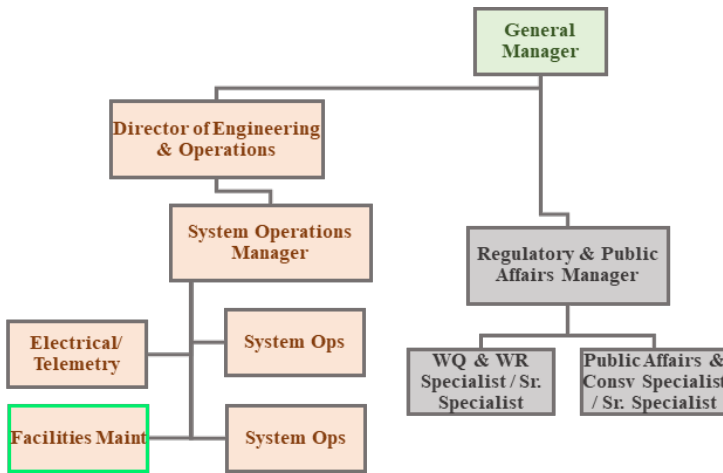
4. Water Resources – Water resources refers to the pursuit of additional and more varied sources of water, whether to add to water availability, increase resiliency, or provide more economical sources of water. Water resources is anticipated to be an essential pursuit going into the future, and a concerted effort in this area is identified as a cornerstone of the District’s current 15-month vision extending into September 2025. There is currently no water resources function identified within the organizational chart, and it would be good to define a role going forward. Water resources is naturally complemented by an external affairs function which cultivates and influences community and regional partnerships.
5. Grants – Grant funding is critical. Grants stretch ratepayer dollars, and a recent public opinion poll shows the community’s preference for the District aggressively pursuing grants. The District is pursuing and securing an increasing number of grants whose post-award requirements must also be managed. It makes sense for the District to have a central clearinghouse for these needs, and there is currently no such clearinghouse identified within the organizational chart.
6. Regulatory Affairs – Regulatory affairs is a broad category that is complicated and impacts each department and each department differently. Some examples include: CARB/AQMD within O&M; new UCMR water quality regulations for SO&T; SB 998 requirements for Customer Service; wage and hour laws for Human Resources; updates to public contracting code for Engineering; tax laws for vendors for Finance; etc. It is more appropriate for each department to interpret and implement regulatory matters for their dept, leaning on executive management and general and labor counsel for resources, training, or second opinions.

JOB DESCRIPTIONS IMPACTED AND THEIR IMPACTS

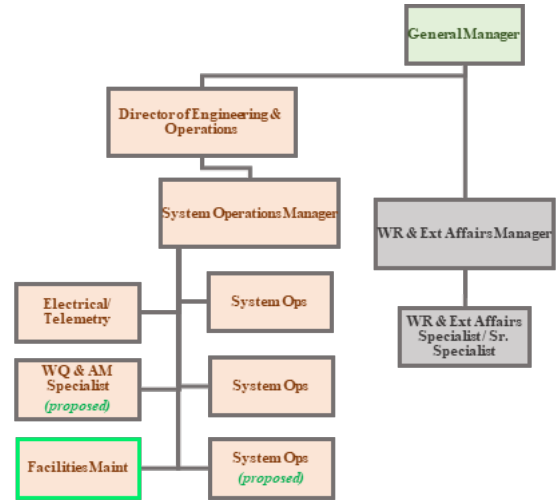
1. Water Quality and Asset Management Specialist / Sr. Water Quality and Asset Management Specialist – *Only one of these positions will be filled at a time. The two positions represent opportunity for future mobility*
2. System Operations and Telemetry Manager
3. Water Resources and External Affairs Specialist / Sr. Water Resources and External Affairs Specialist – *Only one of these positions will be filled at a time. The two positions represent opportunity for future mobility*
4. Water Resources and External Affairs Manager
5. Systems Operator – *An existing position. There are currently two system operators, and staff is proposing the addition of a third operator.*

The impacted job descriptions are enclosed for reference. The following illustrates the departmental changes, along with a summary of adjusted primary functions between the two departments –

Current



Proposed



Summary of Primary Functions

	<i>C u r r e n t</i>		<i>P r o p o s e d</i>	
	Sys Ops & Telemetry	Reg & Pub Affairs	Sys Ops & Telemetry	Water Res & Ext Affairs
a	Production		Production	
b		Regulatory Affairs		
c		Water Quality Reporting	Water Quality Reporting	
d				Water Resources
e				Grant Management
f			Asset Management	
g		Public Affairs -->		--> External Affairs

STEPS TAKEN AND PROPOSED NEXT STEPS

1. Executive Committee – Discussed preliminarily during the October 3, 2024 Executive Committee meeting.
2. Employee Relations Committee – Discussed in detail during the October 17, 2024 Employee Relations Committee meeting.
3. Meet and Confer with Bargaining Unit (AFSCME) – The District’s Memorandum of Understanding with the bargaining unit specifies a requirement to meet and confer with the union and seek authorization. Staff met and conferred with AFSCME on October 18, 2024 and received approval on October 14, 2024.
4. Board Meeting – Staff seeks Board authorization during the October 29, 2024 Special Board meeting.
5. If Board authorization is received, the reorganization will be implemented immediately.

FISCAL IMPACT

Although the departmental reorganization adds one FTE, there will be modest cost savings.

RECOMMENDATION

Staff recommends that the Board approve the proposed organizational plan updates and associated job descriptions.

Prepared and Submitted by:



James Lee
General Manager

Attachment(s): Job descriptions

g:\management\board meeting staff reports\2024\10-29-24 board memo - Departmental Reorganization.docx



CRESCENTA VALLEY WATER DISTRICT

WATER QUALITY & ASSET MANAGEMENT SPECIALIST

JOB DESCRIPTION

SUMMARY DESCRIPTION

The Water Quality & Asset Management Specialist (WQAM) position is responsible for assisting in planning, organizing, and directing the work related to water quality data monitoring, collection and reporting, conservation tracking and reporting, program management for water, wastewater collections, and other enterprises, research and evaluation of proposed regulations, and evaluating and implementing databases and other tools for effective asset management. Under general supervision of the System Operations & Telemetry Manager, the WQAM assists in planning and evaluating program standards and performance, and where applicable, developing staff. The WQAM will also participate in activities supporting the future of efficient water production, water quality, and telemetry activities, most notably through evaluating and implementing asset management tools.

This position requires a person who can work creatively, resourcefully, and independently. They will be deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgement in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to assist in implementing the Strategic Plan goals and objectives of the District, upholding CVWD's values statement, and promoting communication and collaboration across departments.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Assist with planning, organizing, developing, implementing, and monitoring short and long-term Strategic Plan goals and other plans;
- Assist with building, implementing, and providing training and leadership for processes that promote efficacy and efficiency for the position's primary areas of focus: water quality data monitoring, conservation data and reporting, collection and reporting, asset management planning and development, program management for water, wastewater collections, and other enterprises, research and evaluation of proposed regulations;
- Provide input for maintaining standards for system operations and telemetry staff representing the District in the office and the field, responding to and resolving difficult and sensitive customer inquiries and complaints;
- Provide secondary support for system operations and telemetry activities and issues;
- Assist in overseeing consultants in project execution;
- Carry duties out with considerable independence within the framework of CVWD's policies and values statement.

OTHER DUTIES AND FUNCTIONS

- Collaborate across departments in developing and implementing the District's Strategic Plan and associated goals and objective, in accordance with the District's Values Statement;

- Participate in and provide guidance for the development and implementation of the District's Emergency Response Plan;
- Assist in overseeing planning, scheduling, monitoring, etc. of programs;
- Participate in the development and monitoring of the System Operations & Telemetry department budget, forecasting funds needed for staffing, equipment, materials and supplies, and major expenditures such as heavy equipment, recommending adjustments as necessary;
- Attend and participate in professional group meetings;
- Other duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Knowledge of:

- Principles of modern water quality standards, practices and regulations;
- Principles and practices of risk management;
- Database development and management;
- Methods and techniques for monitoring, researching, and reporting on legislative developments, comment periods, and legislation pertaining to water quality, water delivery, and wastewater collections;
- Asset management methods and principles;
- Safety procedures and regulations, safe work practices, and safety equipment;
- Use of, and where applicable, implementation of new software and associated updates;
- Principles of business letter writing and report preparation;
- Principles and procedures of record keeping and file management;
- Pertinent Federal, State and local laws, codes, and regulations; and

Ability to:

- Be an effective team member and communicator who contributes constructively and cooperatively to solve project or team issues while working collaboratively on multi-disciplinary teams;
- Accurately assemble and interpret water quality and conservation data;
- Identify project and program needs and exercise initiative in carrying out assignments;
- Represent the District with a combination of transparency, diplomacy, persuasiveness, discretion, and tact, as appropriate;
- Adjust workload changes to meet deadlines using best practices for organization, planning, and time management;
- Demonstrate flexibility in considering approaches to various issues;
- Effectively lead and collaborate in a team environment and amongst multiple stakeholders;
- Comply with, promote, and enforce CVWD's values statement.

Experience, Education, Licenses: *Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:*

- Education: Bachelor's degree in chemistry, water technology, management science, public administration, or related field.
- Experience: A minimum of three (3) years of experience in public water and/or wastewater systems, including one (1) year with water quality and associated regulations.
- Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.
- State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates: Possession of a D2 and/or T2 or higher is desirable.

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.

- Environment: Standard office setting; exposure to computer screens; extensive interaction with District staff and the public. Up to 10% to 20% work time spent outside and exposed to the sun.
- Physical: Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of computer keyboard; pull, lift and/or carry light to moderate amounts of weight; bend, stoop, kneel, and crawl; ability to verbally communicate to exchange information.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.
- Hearing: Hear in the normal audio range with or without correction.
- Hours: Irregular or extended work hours are occasionally required.

\$77,868 - \$104,664 annually

The District is an Equal Opportunity Employer.



CRESCENTA VALLEY WATER DISTRICT

SENIOR WATER QUALITY & ASSET MANAGEMENT SPECIALIST

JOB DESCRIPTION

SUMMARY DESCRIPTION

The Senior Water Quality & Asset Management Specialist (Senior WQAM) position is responsible for assisting in planning, organizing, and directing the work related to water quality data monitoring, collection and reporting, conservation tracking and reporting, program management for water, wastewater collections, and other enterprises, research and evaluation of proposed regulations, and evaluating and implementing databases and other tools for effective asset management. Under general supervision of the System Operations & Telemetry Manager, the Senior WQAM assists in planning and evaluating program standards and performance, and where applicable, developing staff. The Senior WQAM will also participate in activities supporting the future of efficient water production, water quality, and telemetry activities, most notably through evaluating and implementing asset management tools.

This position requires a person who can work creatively, resourcefully, and independently. They will be deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgement in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to assist in implementing the Strategic Plan goals and objectives of the District, upholding CVWD's values statement, and promoting communication and collaboration across departments.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Assist with planning, organizing, developing, implementing, and monitoring short and long-term Strategic Plan goals and other plans;
- Assist with building, implementing, and providing training and leadership for processes that promote efficacy and efficiency for the position's primary areas of focus: water quality data monitoring, conservation data and reporting, collection and reporting, asset management planning and development, program management for water, wastewater collections, and other enterprises, research and evaluation of proposed regulations;
- Provide input for maintaining standards for system operations and telemetry staff representing the District in the office and the field, responding to and resolving difficult and sensitive customer inquiries and complaints;
- Provide secondary support for system operations and telemetry activities and issues;
- Assist in overseeing consultants in project execution;
- Carry duties out with considerable independence within the framework of CVWD's policies and values statement.

OTHER DUTIES AND FUNCTIONS

- Collaborate across departments in developing and implementing the District's Strategic Plan and associated goals and objective, in accordance with the District's Values Statement;

- Participate in and provide guidance for the development and implementation of the District's Emergency Response Plan;
- Assist in overseeing planning, scheduling, monitoring, etc. of programs;
- Participate in the development and monitoring of the System Operations & Telemetry department budget, forecasting funds needed for staffing, equipment, materials and supplies, and major expenditures such as heavy equipment, recommending adjustments as necessary;
- Attend and participate in professional group meetings;
- Other duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Knowledge of:

- Principles of modern water quality standards, practices and regulations;
- Principles and practices of risk management;
- Database development and management;
- Methods and techniques for monitoring, researching, and reporting on legislative developments, comment periods, and legislation pertaining to water quality, water delivery, and wastewater collections;
- Asset and work order management methods and principles;
- Safety procedures and regulations, safe work practices, and safety equipment;
- Use of, and where applicable, implementation of new software and associated updates;
- Principles of business letter writing and report preparation;
- Principles and procedures of record keeping and file management;
- Pertinent Federal, State and local laws, codes, and regulations; and

Ability to:

- Be an effective team member and communicator who contributes constructively and cooperatively to solve project or team issues while working collaboratively on multi-disciplinary teams;
- Accurately assemble and interpret water quality and conservation data;
- Identify project and program needs and exercise initiative in carrying out assignments;
- Represent the District with a combination of transparency, diplomacy, persuasiveness, discretion, and tact, as appropriate;
- Adjust workload changes to meet deadlines using best practices for organization, planning, and time management;
- Demonstrate flexibility in considering approaches to various issues;
- Effectively lead and collaborate in a team environment and amongst multiple stakeholders;
- Comply with, promote, and enforce CVWD's values statement.

Experience, Education, Licenses: *Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:*

- Education: Bachelor's degree in chemistry, water technology, management science, public administration, or related field.
- Experience: A minimum of three (3) years of experience in public water and/or wastewater systems, including one (1) year with water quality and associated regulations.
- Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.
- State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates: Possession of a D2 and/or T2 or higher is desirable.

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.

- Environment: Standard office setting; exposure to computer screens; extensive interaction with District staff and the public. Up to 10% to 20% work time spent outside and exposed to the sun.
- Physical: Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of computer keyboard; pull, lift and/or carry light to moderate amounts of weight; bend, stoop, kneel, and crawl; ability to verbally communicate to exchange information.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.
- Hearing: Hear in the normal audio range with or without correction.
- Hours: Irregular or extended work hours are occasionally required.

\$86,436 - \$116,184 annually

The District is an Equal Opportunity Employer.



CRESCENTA VALLEY WATER DISTRICT

SYSTEM OPERATIONS AND TELEMETRY MANAGER

JOB DESCRIPTION

SUMMARY DESCRIPTION

The System Operations and Telemetry Manager (SO&T Manager) position is responsible for planning, organizing, and directing water production and treatment and associated operational and reporting requirements from operating the water distribution system and maintaining SCADA to gathering data for monthly production and reports and collaborating across departments to meet regulatory compliance requirements. Under general supervision of the Director of Engineering and Operations, the SO&T Manager plans and evaluates staff performance, establishes performance standards and sets goals, and develops staff.

This position carries a high level of responsibility and requires a person who can work creatively, resourcefully, and independently. They will understand and demonstrate management and leadership principles, including being deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgment in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to lead and manage the Strategic Plan goals and objectives of the District, upholding CVWD's values statement, and promoting communication and collaboration across departments.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Plan, organize, coach, manage, and evaluate the work assigned to Associate Manager and other staff (SO&T I/II/III); develop, implement, and monitor short and long-term Strategic Plan goals and other plans; develop work standards and monitor performance against annual dept. budget;
- Build, implement, and provide training and leadership for processes that promote efficacy and efficiency for the position's primary areas of focus: operation of the water distribution system; ensuring time and accurate water quality report submittals, maintenance of critical components of the system such as SCADA, radio communications, and other telemetry, nitrate removal plant, booster pumps, MCCs, etc., asset management, and ongoing sampling;
- Identify opportunities for improving service delivery methods and procedures, identify resource needs, and review with appropriate management staff to implement improvements to water production methods blending plans, instrumentation enhancements, water quality reporting, and databases to plan and monitor asset maintenance;
- Develop and maintain active relationships with regional agencies and other stakeholders as appropriate;
- Represent the District as its primary public information contact in the field, responding to and resolving difficult and sensitive customer inquiries and complaints;
- Oversee consultants in project execution;
- Prepare and submit all reports and presentations to relevant stakeholders, including customers, staff, other agencies, and the Board of Directors;

- Carry duties out with considerable independence within the framework of CVWD's policies and values statement.

OTHER DUTIES AND FUNCTIONS

- Collaborate across departments in developing and implementing the District's Strategic Plan and associated goals and objectives, in accordance with the District's Values Statement;
- Participate in and provide guidance for the development and implementation of the District's Emergency Response Plan;
- Facilitate disciplinary proceedings as appropriate;
- Oversee planning, scheduling, monitoring, etc. of SO&T staff;
- Participate in the development and monitoring of the SO&T department budget, forecasting funds needed for staffing, equipment, materials and supplies, and major expenditures such as heavy equipment, recommending adjustments as necessary;
- Attend and participate in professional group meetings;
- Stay abreast of new trends and innovations in water production, treatment, water quality reporting, asset management, and instrumentation;
- Perform complex ad-hoc analyses and other assignments as directed by the General Manager; and
- Other duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Knowledge of:

- Principles and practices of leadership, management, and staff development;
- Operational characteristics of water treatment, including modern water treatment plants, blending, characteristics of chemicals used in water treatment processes, etc.;
- Methods and techniques for conducting water quality sampling and testing;
- Water quality reporting standards;
- Operational mathematics, including calculation of chemical dosing and water flow rates;
- Safety procedures and regulations, safe work practices, and safety equipment;
- Use of, and where applicable, implementation of new software and associated updates;
- Principles of business letter writing and report preparation;
- Principles and procedures of record keeping and file management;
- Pertinent Federal, State and local laws, codes, and regulations; and
- Principles and practices of public relations and customer service.

Ability to:

- Be an effective team member and communicator who contributes constructively and cooperatively to solve project or team issues while working collaboratively on multi-disciplinary teams;

- Manage and supervise staff with direct and indirect reporting relationships in executing Strategic Plan goals and objectives;
- Identify project and program needs and exercise initiative in carrying out assignments;
- Represent the District with a combination of transparency, diplomacy, persuasiveness, discretion, and tact, as appropriate;
- Build complex processes and implement effectively across various departments and functions;
- Develop and maintain good working relationships with other agencies and stakeholders;
- Adjust workload changes to meet deadlines using best practices for organization, planning, and time management;
- Negotiate effectively with agencies, consultants, contractors, the public, and other stakeholders on behalf of CVWD;
- Effect sound project management that holds vendors to agreed-upon contracts;
- Demonstrate flexibility in considering approaches to various issues;
- Handle complex or technical customer inquiries, including communication with the public regarding asset management activities, constructions projects, water leaks and wastewater overflows, District events, etc.;
- Effectively lead and collaborate in a team environment and amongst multiple stakeholders;
- Make effective presentations;
- Use or learn a variety of software;
- Serve as the District's Chief Treatment Officer and Chief Distribution Officer per State Water Resources Control Board standards (2.5% factor applied to salary for each post);
- Comply with, promote, and enforce CVWD's values statement.

Experience, Education, Licenses: *Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:*

- Education: High school diploma. A bachelor's degree in water technology, management science, public administration, or related field is highly desirable.
- Experience: A minimum of five (5) years of experience in water production and treatment.
- Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.
- State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates: Possession of a T3 or higher and D4 or higher.

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.

- Environment: Standard office setting; exposure to computer screens; extensive interaction with District staff and the public. Up to 10% to 20% work time spent outside and exposed to the sun.
- Physical: Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of computer keyboard; pull,

lift and/or carry light to moderate amounts of weight; bend, stoop, kneel, and crawl; ability to verbally communicate to exchange information.

- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.
- Hearing: Hear in the normal audio range with or without correction.
- Hours: This is an exempt position, and irregular or extended work hours are occasionally required.

The District is an Equal Opportunity Employer.



CRESCENTA VALLEY WATER DISTRICT

WATER RESOURCES & EXTERNAL AFFAIRS SPECIALIST

JOB DESCRIPTION

SUMMARY DESCRIPTION

The Water Resources & External Affairs Specialist (WREA) position is responsible for assisting in planning, organizing, and directing the work related to identifying, pursuing, and implementing water resources initiatives, public information, community relations, governmental affairs, regional and other partnerships, water conservation program development and implementation, and grant management. Under general supervision of the Water Resources & External Affairs Manager, the WREA assists in planning and evaluating program standards and performance, and where applicable, developing staff. The WREA will also participate actively in customer service activities for ongoing context within efforts pertaining to external affairs and conservation.

This position requires a person who can work creatively, resourcefully, and independently. They will be deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgement in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to assist in implementing the Strategic Plan goals and objectives of the District, upholding CVWD's values statement, and promoting communication and collaboration across departments.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Assist with planning, organizing, developing, implementing, and monitoring short and long-term Strategic Plan goals and other plans;
- Assist with building, implementing, and providing training and leadership for processes that promote efficacy and efficiency for the position's primary areas of focus: water resources, public information, community relations, governmental affairs, regional and other partnerships, water conservation outreach program development and implementation, and grant management;
- Assist in the District's pursuit of viable water resources initiatives;
- Provide input for maintaining standards for customer service staff representing the District in the office and the field, responding to and resolving difficult and sensitive customer inquiries and complaints;
- Assist in providing a clearinghouse for District activities related to grant identification, pursuit, and post-award maintenance;
- Provide secondary support for all customer-facing customer service activities and issues;
- Assist in overseeing consultants in project execution;
- Carry duties out with considerable independence within the framework of CVWD's policies and values statement.

OTHER DUTIES AND FUNCTIONS

- Collaborate across departments in developing and implementing the District's Strategic Plan and associated goals and objective, in accordance with the District's Values Statement;
- Participate in and provide guidance for the development and implementation of the District's Emergency Response Plan and Public Engagement Master Plan;
- Develop or oversee the development of internal and external communication and marketing materials;
- Develop and coordinate regional and other partnerships and develop and deliver or oversee coordination of community and other events;
- Assist in overseeing planning, scheduling, monitoring, etc. of programs;
- Participate in the development and monitoring of the Water Resources & External Affairs department budget, forecasting funds needed for staffing, equipment, materials and supplies, and major expenditures such as heavy equipment, recommending adjustments as necessary;
- Attend and participate in professional group meetings;
- Other duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Knowledge of:

- Principles and practices of external communications including crisis communications;
- Customer service practices and communication techniques for upholding the District's brand and elevated customer complaints;
- Principles of modern water-use efficiency practices and regulations;
- Water rights, storage, wheeling, etc. and their associated agreements;
- Methods and techniques for creating effective media and public relations materials, including news releases, public service announcements, fact sheets, brochures, and other collateral material;
- Safety procedures and regulations, safe work practices, and safety equipment;
- Use of, and where applicable, implementation of new software and associated updates;
- District's Rules & Regulations as they pertain to customer service, public affairs, and where appropriate, operations and maintenance;
- Principles of business letter writing and report preparation;
- Principles and procedures of record keeping and file management;
- Pertinent Federal, State and local laws, codes, and regulations; and

Ability to:

- Be an effective team member and communicator who contributes constructively and cooperatively to solve project or team issues while working collaboratively on multi-disciplinary teams;
- Manage and supervise staff with direct and indirect reporting relationships in executing Strategic Plan goals and objectives;
- Identify project and program needs and exercise initiative in carrying out assignments;

- Represent the District with a combination of transparency, diplomacy, persuasiveness, discretion, and tact, as appropriate;
- Adjust workload changes to meet deadlines using best practices for organization, planning, and time management;
- Demonstrate flexibility in considering approaches to various issues;
- Effectively lead and collaborate in a team environment and amongst multiple stakeholders;
- Comply with, promote, and enforce CVWD's values statement.

Experience, Education, Licenses: *Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:*

- Education: Bachelor's degree in communications, water technology, management science, public administration, or related field.
- Experience: A minimum of three (3) years of experience in public affairs, including one (1) year for public water and/or wastewater systems.
- Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.
- State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates: Possession of a D1 and/or T1 or higher is desirable.

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.

- Environment: Standard office setting; exposure to computer screens; extensive interaction with District staff and the public. Up to 10% to 20% work time spent outside and exposed to the sun.
- Physical: Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of computer keyboard; pull, lift and/or carry light to moderate amounts of weight; bend, stoop, kneel, and crawl; ability to verbally communicate to exchange information.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.
- Hearing: Hear in the normal audio range with or without correction.
- Hours: Irregular or extended work hours are occasionally required.

\$77,868 - \$104,664 annually

The District is an Equal Opportunity Employer.



CRESCENTA VALLEY WATER DISTRICT

SENIOR WATER RESOURCES & EXTERNAL AFFAIRS SPECIALIST

JOB DESCRIPTION

SUMMARY DESCRIPTION

The Senior Water Resources & External Affairs Specialist (Senior WREA) position is responsible for assisting in planning, organizing, and directing the work related to identifying, pursuing, and implementing water resources initiatives, public information, community relations, governmental affairs, regional and other partnerships, water conservation program development and implementation, and grant management. Under general supervision of the Water Resources & External Affairs Manager, the Senior WREA assists in planning and evaluating program standards and performance, and where applicable, developing staff. The Senior WREA will also participate actively in customer service activities for ongoing context within efforts pertaining to external affairs and conservation outreach.

This position requires a person who can work creatively, resourcefully, and independently. They will be deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgement in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to assist in implementing the Strategic Plan goals and objectives of the District, upholding CVWD's values statement, and promoting communication and collaboration across departments.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Assist with planning, organizing, developing, implementing, and monitoring short and long-term Strategic Plan goals and other plans;
- Assist with building, implementing, and providing training and leadership for processes that promote efficacy and efficiency for the position's primary areas of focus: water resources, public information, community relations, governmental affairs, regional and other partnerships, and water conservation outreach program development and implementation, and grant management;
- Provide input for maintaining standards for customer service staff representing the District in the office and the field, responding to and resolving difficult and sensitive customer inquiries and complaints;
- Assist in providing a clearinghouse for District activities related to grant identification, pursual, and post-award maintenance;
- Provide secondary support for all customer-facing customer service activities and issues;
- Assist in overseeing consultants in project execution;
- Carry duties out with considerable independence within the framework of CVWD's policies and values statement.

OTHER DUTIES AND FUNCTIONS

- Collaborate across departments in developing and implementing the District's Strategic Plan and associated goals and objective, in accordance with the District's Values Statement;
- Participate in and provide guidance for the development and implementation of the District's Emergency Response Plan and Public Engagement Master Plan;
- Develop or oversee the development of internal and external communication and marketing materials;
- Develop and coordinate regional and other partnerships and develop and deliver or oversee coordination of community and other events;
- Assist in overseeing planning, scheduling, monitoring, etc. of programs;
- Participate in the development and monitoring of the Water Resource & External Affairs department budget, forecasting funds needed for staffing, equipment, materials and supplies, and major expenditures such as heavy equipment, recommending adjustments as necessary;
- Attend and participate in professional group meetings;
- Other duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Knowledge of:

- Principles and practices of external communications including crisis communications;
- Customer service practices and communication techniques for upholding the District's brand and elevated customer complaints;
- Principles of modern water-use efficiency practices and regulations;
- Water rights, storage, wheeling, etc. and their associated agreements;
- Methods and techniques for creating effective media and public relations materials, including news releases, public service announcements, fact sheets, brochures, and other collateral material;
- Safety procedures and regulations, safe work practices, and safety equipment;
- Use of, and where applicable, implementation of new software and associated updates;
- District's Rules & Regulations as they pertain to customer service, public affairs, and where appropriate, operations, and maintenance;
- Principles of business letter writing and report preparation;
- Principles and procedures of record keeping and file management;
- Pertinent Federal, State and local laws, codes, and regulations; and

Ability to:

- Be an effective team member and communicator who contributes constructively and cooperatively to solve project or team issues while working collaboratively on multi-disciplinary teams;
- Manage and supervise staff with direct and indirect reporting relationships in executing Strategic Plan goals and objectives;
- Identify project and program needs and exercise initiative in carrying out assignments;

- Represent the District with a combination of transparency, diplomacy, persuasiveness, discretion, and tact, as appropriate;
- Adjust workload changes to meet deadlines using best practices for organization, planning, and time management;
- Demonstrate flexibility in considering approaches to various issues;
- Effectively lead and collaborate in a team environment and amongst multiple stakeholders;
- Comply with, promote, and enforce CVWD's values statement.

Experience, Education, Licenses: *Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:*

- Education: Bachelor's degree in communications, water technology, management science, public administration, or related field.
- Experience: A minimum of three (3) years of experience in public affairs, including one (1) year for public water and/or wastewater systems.
- Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.
- State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates: Possession of a D1 and/or T1 or higher is desirable.

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.

- Environment: Standard office setting; exposure to computer screens; extensive interaction with District staff and the public. Up to 10% to 20% work time spent outside and exposed to the sun.
- Physical: Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of computer keyboard; pull, lift and/or carry light to moderate amounts of weight; bend, stoop, kneel, and crawl; ability to verbally communicate to exchange information.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.
- Hearing: Hear in the normal audio range with or without correction.
- Hours: Irregular or extended work hours are occasionally required.

\$86,436 - \$116,184 annually

The District is an Equal Opportunity Employer.



CRESCENTA VALLEY WATER DISTRICT

WATER RESOURCES AND EXTERNAL AFFAIRS MANAGER

JOB DESCRIPTION

SUMMARY DESCRIPTION

The Water Resources and External Affairs Manager position is multi-disciplinary and creates synergies through a range of responsibilities primarily comprised of water resources development and management external affairs, and utilizing partnerships to pursue and manage the grants that support the District's water resources and other initiatives. This position carries a high level of responsibility and requires a person who can work creatively, resourcefully, and independently. They will understand and demonstrate management and leadership principles, including being deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgement in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to lead and manage the Strategic Plan goals and objectives of the District, upholding CVWD's values statement, promoting communication and collaboration across departments, and developing staff.

Under general supervision of the General Manager, the Water Resources and External Affairs Manager is an exempt position that has the ability to effectively represent the District in all matters from community workshops and regional meetings to local media and emergency events.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Build, implement, and provide training and leadership for processes that promote efficacy and efficiency for the position's primary areas of focus: water resources development and management; external affairs; and grant pursuit and management;
- Represent the District as its primary public information contact, including developing and maintaining regular contact with media outlets and community groups serving the District's service area;
- Develop and maintain active relationships with regional, state, and federal regulatory agencies;
- Lead the District's pursuit of viable water resources initiatives;
- Manage the District's water conservation outreach efforts, including development and deployment of conservation programs,;
- Manage the District's external affairs efforts, including program development;
- Oversee consultants in project execution;
- Provide a clearinghouse for District activities related to grant identification, pursuit, and post-award maintenance;
- Provide customer service and guidance as it relates to external affairs; and
- Carry duties out with considerable independence within the framework of CVWD's policies and values statement.

OTHER DUTIES AND FUNCTIONS

- Select and manage a variety of consultants;
- Develop and deploy public outreach materials such as email alerts or internal/external newsletters
- Coordinate events such as internal trainings or community events;
- Assist in preparing detailed annual department budgets and collaborate with managers for review, approval and subsequent budget monitoring;
- Select and/or manage a variety of software platforms;
- Supervise, manage, train, evaluate, and otherwise develop staff with direct and indirect reporting relationships;
- Develop databases and processes that ensure efficacy, efficiency, and operational resiliency and implement across various departments;
- Develop and implement Strategic Plan goals;
- Develop and QA/QC project plans and specifications;
- Perform complex ad-hoc analyses and other assignments as directed by the General Manager; and
- Other duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Knowledge of:

- Principles and practices of leadership, management, and staff development;
- Water rights, storage, wheeling, etc. and their associated agreements;
- Principles and practices of water conservation;
- Principles and practices of risk management;
- Rules and regulations of regulatory agencies;
- Principles and practices of external relations and customer service;
- Database development and management;

Ability to:

- Be an Effective team member and communicator who contributes constructively and cooperatively to solve project or team issues while working collaboratively on multi-disciplinary teams;
- Manage and supervise staff with direct and indirect reporting relationships in executing Strategic Plan goals and objectives;
- Identify project and program needs and exercise initiative in carrying out assignments;
- Practice a high level of attention to detail in technical writing and project management skills, including technical document review, QA/QC experience, and compliance report writing;

- Represent the District with a combination of transparency, diplomacy, persuasiveness, discretion, and tact, as appropriate;
- Build complex processes and implement effectively across various departments and functions;
- Develop and maintain good working relationships with other agencies and stakeholders;
- Adjust workload changes to meet deadlines using best practices for organization, planning, and time management;
- Negotiate effectively with agencies, consultants, contractors, the public, and other stakeholders on behalf of CVWD;
- Effect sound project management that holds vendors to agreed-upon contracts;
- Demonstrate flexibility in considering approaches to various issues;
- Handle complex or technical customer inquiries, including communication with the public regarding constructions projects, water quality issues, wastewater issues, and District events;
- Effectively lead and collaborate in a team environment and amongst multiple stakeholders;
- Make effective presentations;
- Use or learn a variety of software from basic applications to CRMs, water quality databases, and publishing tools, preferably with an aesthetic sense;
- Comply with, promote, and enforce CVWD's values statement.

Experience, Education, Licenses: *Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:*

- **Education:** Bachelor's degree in public policy, data science, chemistry, environmental science, management science, communications, public administration, or related field. Desirable – Master's Degree in a closely related field.
- **Experience:** A minimum of five (5) years of experience in public administration, communications, environmental studies, data science, and/or policy research and/or development. Experience related to the water and/or wastewater industry is a plus.
- **Driver License:** Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.
- **State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates:** Possession of Water Distribution Certificate - D2 or higher and/or possession of a Water Treatment Certification - T2 or higher preferred.

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.

- **Environment:** Standard office setting; exposure to computer screens; extensive interaction with District staff and the general public. 10% to 20% work time spent outside and exposed to the sun.
- **Physical:** Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of computer keyboard; pull,

lift and/or carry light to moderate amounts of weight; bend, stoop, kneel, and crawl; ability to verbally communicate to exchange information.

- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.
- Hearing: Hear in the normal audio range with or without correction.

The District is an Equal Opportunity Employer.