



# PALMDALE WATER DISTRICT

## A CENTURY OF SERVICE

July 7, 2021

### BOARD OF DIRECTORS

AMBERROSE MERINO

Division 1

DON WILSON

Division 2

GLORIA DIZMANG

Division 3

KATHY MAC LAREN-GOMEZ

Division 4

VINCENT DINO

Division 5

DENNIS D. LaMOREAUX

General Manager

ALESHIRE & WYNDER LLP

Attorneys



## AGENDA FOR A MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE WATER DISTRICT TO BE HELD AT 2029 EAST AVENUE Q, PALMDALE OR VIA TELECONFERENCE Committee Members: Kathy Mac Laren-Gomez-Chair, Amberrose Merino

**FOR THE PUBLIC: VIA TELECONFERENCE ONLY**  
**DIAL-IN NUMBER: 571-748-4021 ATTENDEE PIN: 091-367-190#**  
**Submit Public Comments at: <https://www.gomeet.com/091-367-190>**

**THURSDAY, JULY 15, 2021  
9:00 a.m.**

**NOTE:** To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale (Government Code Section 54957.5). Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

**PUBLIC COMMENT GUIDELINES:** The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted, and offenders will be requested to leave the meeting. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll call.
- 2) Adoption of agenda.
- 3) Public comments for non-agenda items.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)

- 4.1) Consideration and possible action on approval of minutes of meeting held June 17, 2021.
- 4.2) Consideration and possible action on a recommendation on updated job descriptions for the Administration, Resource and Analytics, Information Technology, and Operations Departments. (No Budget Impact – Human Resources Director Emery)
- 5) Reports.
  - 5.1) Human Resources Director Emery:
    - a) Personnel policy effects of COVID-19 event.
- 6) Board members' requests for future agenda items.
- 7) Date of next Committee meeting.
- 8) Adjournment.



---

DENNIS D. LaMOREAUX,  
General Manager

DDL/dd



**P A L M D A L E   W A T E R   D I S T R I C T**  
**B O A R D   M E M O R A N D U M**

**DATE:** July 7, 2021 **July 15, 2021**  
**TO:** PERSONNEL COMMITTEE **Committee Meeting**  
**FROM:** Jennifer Emery, Human Resources Director  
**VIA:** Mr. Dennis D. LaMoreaux, General Manager  
**RE:** ***AGENDA ITEM NO. 4.2 – CONSIDERATION AND POSSIBLE ACTION ON A RECOMMENDATION ON UPDATED JOB DESCRIPTIONS FOR THE ADMINISTRATION, RESOURCE AND ANALYTICS, INFORMATION TECHNOLOGY, HUMAN RESOURCES AND OPERATIONS DEPARTMENTS. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR EMERY)***

---

**Recommendation:**

Staff recommends the Committee recommend to the full Board approval of the revised job descriptions for the Administration, Resource and Analytics, Information Technology, and Operations Departments.

**Impact of Taking No Action:**

Our prior job descriptions would remain active.

**Background:**

Every three years the District updates job descriptions to make sure that they list the current essential job functions and requirements for the position.

**Strategic Plan Initiative/Mission Statement:**

This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence.  
This item directly relates to the District's Mission Statement.

**Budget:**

There is no effect on budget.

**Supporting Documents:**

Administration Job Descriptions  
Resource and Analytics Job Descriptions  
Information Technology Job Descriptions  
Human Resources Job Descriptions  
Operations Job Descriptions

## PALMDALE WATER DISTRICT

### EXECUTIVE ASSISTANT

FLSA Status: Non-Exempt

#### DEFINITION

To provide responsible and confidential secretarial and administrative support to the General Manager/CEO, the District Board of Directors, and Department Heads; to prepare and distribute the Board agenda; to maintain official records related to Board proceedings and actions; and to oversee filings of Conflict of Interest statements.

#### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the General Manager/CEO.

Exercises direct supervision over assigned administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a wide variety of secretarial and clerical administrative duties in support of the daily operations of the General Manager/CEO's office, including related support to members of the Board of Directors and Department Heads.

Independently and under direction, prepare Board and Board Committee meeting agendas; accept, review, write, and proof-read staff report submissions for format and procedural correctness; distribute agenda for the public and to interested parties, including the news media; prepare, post, and distribute legally required notices.

Attend regular and special meetings of the Board, Board Committees, and other meetings as required; take and transcribe minutes of Board proceedings from meetings and actions and follow-up with proper distribution of information directed through Board action; prepare, distribute, and maintain files of official records related to Board proceedings; prepare routine resolutions for consideration by the Board.

Prepare periodic reports regarding status of activities authorized by Board action or work projects approved by the General Manager/CEO; maintain suspense files to monitor outstanding activities; maintain contact with interested parties regarding scheduling of activities and exchange of information.

Maintain official District records and public documents; oversee viability of technical methods for maintaining and retrieving records; establish and maintain recordkeeping systems.

## Executive Assistant

- 2 -

Coordinate activities related to required Conflict of Interest statements from staff and Board members.

Act as receptionist in the General Manager/CEO's office; greet and screen visitors and the general public in person, by telephone, or by electronic mail; answer questions or refer inquiries to appropriate District personnel.

Accept, screen, and prioritize correspondence for the General Manager/CEO and Board members; respond independently to correspondence of a routine nature or as directed.

Maintain appointment calendars and schedules; arrange meetings for the General Manager/CEO and Board members; make travel arrangements; organize, oversee and implement arrangements for a variety of District events as directed.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Modern office technology and related computer equipment and programs including word processing, spreadsheet, and database applications.

Principles and practices of recordkeeping, and file and records management practices.

Pertinent local, State and Federal rules, regulations and laws, including the Ralph M. Brown Act and the California Fair Political Practices Commission rules and regulations.

Notification and publication requirements for Board actions, ordinances, and resolutions.

English usage, spelling, punctuation and grammar, including proofreading and principles of business letter writing and report preparation.

Standard business arithmetic and related recordkeeping.

#### Ability to:

Provide responsible and confidential secretarial support to the General Manager/CEO, the Board of Directors, and Department Heads in preparing the Board agenda and maintaining official District records.

Preserve confidentiality of sensitive material routinely encountered as part of work assignments.

Review documents related to the General Manager/CEO's office operations and Board agenda preparation; observe, identify and problem solve office operations and procedures; understand, interpret and explain District policies and procedures; explain operations and problem solve office issues for the public and with staff.

Plan and organize work to carry out difficult secretarial and clerical assignments and meet routine deadlines; when required, work under prolonged and unexpected time constraints to meet required deadlines.

Attend regular and special Board, Board Committee, and other meetings as required, including in the evenings, on weekends, or hours outside of regular work schedule.

Take, transcribe, and prepare minutes of official and routine meetings and record documents and actions.

Read, understand and apply complex materials; proofread and detect errors in typing, spelling, grammar, syntax, and punctuation.

Establish and maintain recordkeeping systems.

Prepare reports and correspondence, minutes, ordinances, resolutions, proclamations, and other written materials independently or from brief instruction.

Pay specific attention to detail.

Operate a personal computer with proficiency and familiarity and effectively use word processing, spreadsheet, and database applications.

Type at a speed of no less than 60 words net per minute.

Ability to take dictation by hand or stenographic machine at a rate of 80 words per minute; or transcribe notes/tapes at 30 words per minute highly desired.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

#### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:



Executive Assistant

- 4 -

Experience:

Seven years of responsible secretarial or office administrative experience. Experience working within a governmental or special district setting is desirable.

Training:

Equivalent to a bachelor's degree from an accredited college or university with major course work in accounting, finance, business administration, public administration or a related field or Associate degree with coursework in related field and three additional years' experience.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

Possession of, or ability to obtain, California Public Notary.

PHYSICAL REQUIREMENTS:

On a continuous basis, sit at desk for long periods of time; intermittently stand; walk, bend, twist, squat, and kneel while performing work; twist to reach office equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 25 pounds.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

MANAGEMENT ANALYST - ADMINISTRATION

FLSA Status: Non-Exempt

DEFINITION

Under general supervision, the Management Analyst assists the Executive Assistant and serves as support to Department Heads and the Board of Directors as assigned, relieving them of a variety of routine administrative details and performs difficult and complex office support work.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Executive Assistant.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Gather and organize a variety of information and materials for assigned District management positions.

Establish and maintain a variety of office and Department files.

Attend Board and Board Committee meetings as needed. Take and transcribe minutes from meetings following as necessary with proper distribution of information directed through Board action.

Prepare correspondence and memoranda, Board agenda packets and other items as assigned.

Make appointments and maintain appointment calendars for department heads and other staff, as assigned.

Administrate billing/records and prepares financial reports as needed for JPA's.

Coordinate activities related to Conflict-of-Interest statements from staff and Board members of JPA's, as assigned.

Answer telephone and receive office visitors, providing a variety of information about District and Department policies, programs, and functions.

Review letters, reports, records, and other items for accuracy, completeness, and compliance with established standards; perform variety of special studies and reports.

## Management Analyst

- 2 -

Assist in maintaining central filing system.

Make travel arrangements for District staff and Board of Directors for seminar/conference attendance.

Serve as back-up administrative support in the absence of the Executive Assistant.

Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS:

#### Knowledge of:

Modern office technology and related computer equipment and programs including word processing, spreadsheet, and database applications.

Principles and practices of recordkeeping and file and records management practices.

Computer systems and software applications related to District management support and administrative functions, including word processing and spreadsheet software, as appropriate.

English usage, spelling, punctuation, and grammar, including proofreading and principles of business letter writing and report preparation.

Standard business arithmetic and related record-keeping.

#### Ability to:

Operate a variety of office equipment and computers in the performance of work assignments.

Perform a variety of complex and responsible administrative support work.

Pay specific attention to detail.

Work under specific deadlines to meet agenda preparation requirements.

Perform a variety of office management and support functions.

Type at a rate of 50 words per minute from clear, legible copy.

## Management Analyst

- 3 -

Take and transcribe minutes and notes at an acceptable rate for assigned responsibilities.

Perform research and prepare a variety of correspondence.

Maintain confidentiality when working with sensitive information.

Effectively represent the District, including its programs and policies, with the public and other agencies.

Work irregular or extended hours; occasionally required to change working hours or work overtime.

### Experience and Training

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### Experience

Five years of increasingly responsible experience in performing a variety of office and administrative support work.

#### Training

Equivalent to a bachelor's degree from an accredited college or university with major course work in accounting, finance, business administration, public administration or a related field or Associate's degree with three additional years of experience.

### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of, or ability to obtain, California Public Notary.

### PHYSICAL REQUIREMENTS:

On a continuous basis, sit at desk for long periods of time; intermittently stand; walk, bend, twist, squat, and kneel while performing work; twist to reach office equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; use



Management Analyst

- 4 -

telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 25 pounds.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### PUBLIC AFFAIRS DIRECTOR

#### DEFINITION

To plan, implement, and coordinate public information for the Palmdale Water District; and perform a variety of professional and highly technical tasks relative to the community, communications, and public relations. To act as the agency spokesperson in dealing with the media and community groups.

#### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager/CEO.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Manage the activities of the Public Affairs Department. Establish the workflow surrounding all District publications, electronic media, outreach at community events, school and adult education programs.

Manage media information; serve as District spokesperson with print & electronic media; establish and maintain a portfolio of media contacts; prepare/direct the preparation of news releases, opinion pieces, letters to the editor, rebuttals, and other communications to explain and promote the District's programs, activities, and position; consult with the Board, General Manager, Assistant General Manager and other District staff concerning methods for communicating the District's mission and position.

Plan and manage community outreach and activities; network with other water district to develop and coordinate public outreach messages and advocacy on behalf of the Board.

Monitor state and federal legislation and regulatory issues; ensure legislators are apprised of District activities and events affecting their constituents. Provide input and commentary on legislation as authorized by the Board; alert management as to issues and opportunities (eg: grants) arising from legislative or regulatory actions.

Respond to requests for information from the public, media, and legislators' staff; interpret and communicate complex issues and technical data to others with limited technical knowledge of the subject matter.

Direct and participate in the development of the District publications program including informational brochures, flyers, reports, videos, and multi-media presentations; design and

prepare written materials including speeches, letters, and articles for use by the Board and other District managers.

Develop strategic partnerships with other government agencies and private sector entities in communicating areas of common interest to the public using a variety of media or activities.

Represent the District to outside organizations and committees and provide staff assistance to these respective groups.

Develop and implement systems, policies and procedures for the crisis communication program.

Develop effective working relationships with legislative staff, local public officials, and civic groups; promotes and presents the District's interests and position.

Read and remain current on breakthroughs in communications technologies, water, politics and emerging issues related to the District's operations and policies.

Act as the Public Information Officer for the District's Emergency Response Plan.

Responsible for updating and maintaining the content of the District website.

Supervise and participate in the development and administration of the Public Affairs budget.

Select, train, motivate and evaluate personnel; provide and coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Build and maintain positive working relationships with co-workers, other District employees and the public.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of community and public relations, advertising, and design.

Media relations, promotional writing and collateral development.

Desktop publishing software and design.

Possess excellent interpersonal communication skills.

Ability to

Analyze communication issues and special projects related to public relations.

Identify and interpret technical and numerical information.

Organize, implement and direct community and public relations operations and activities.

Conduct training classes for District staff in the area of crisis communication.

Interpret and explain pertinent PWD and departmental policies and procedures.

Develop and monitor a public relations and media relations budget.

Develop and recommend policies and procedures related to public relations activities.

Establish and maintain effective working relationships with those contacted in the course of work including District staff and the general public.

Develop brand and image.

On a continuous basis, sit for prolonged periods of time; intermittently twist to reach office equipment; walk and stand in office and at public counter; bend and kneel while retrieving files; perform simple grasping and fine manipulation; use telephone; write and use keyboard to communicate through written means; run errands; and lift, carry, push, pull 25 pounds.

Use a computer, Microsoft Office Suite and desk-top publishing software.

Communicate clearly and concisely, both orally and in writing.

Hear normal conversation sufficient to accomplish duties, in person and/or on the telephone; vision must be sufficient to accomplish the duties of the position which may include operating a District vehicle.

Experience and Training



Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Ten years of increasingly responsible experience in public affairs including five years of administrative and management responsibility.

Training:

A bachelor's degree or equivalent from an accredited college or university with major course work in public relations, public affairs or a related field.

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license. Must have a driving record acceptable to the District.

Membership in the Public Relations Society of America.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of the job description are not intended to be all inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### PUBLIC AFFAIRS SPECIALIST 1/2

FLSA Status: Non-Exempt

#### DEFINITION

To perform a variety of duties related to the development and preparation and implementation of strategic internal and external communications, public information and customer and community relations activities to build trust and support for Palmdale Water District programs, projects, policies and goals, to protect and enhance Palmdale Water District's image and reputation, and to represent Palmdale Water District's interests to customers, community groups, employees, news media, elected officials and other stakeholder groups. Prepares informational materials for dissemination through a variety of media; fosters relationships with and builds trust among key stakeholders to communicate and garner support for Palmdale Water District's short and long-term communication goals;; and performs related duties as required.

#### DISTINGUISHING CHARACTERISTICS

Public Affairs Specialist 1 - This is the entry level class in the Public Affairs Specialist series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Public Affairs Specialist 1 class is distinguished from the 2 level by the performance of less than the full range of duties assigned to the 2 level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Public Affairs Specialist 2 - This is the journey level class in the Public Affairs Specialist series and is distinguished from the 1 level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the 1 level.

#### SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Public Affairs Director.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Works closely with subject matter experts and reviews technical materials and government documents to gather, fact-check and synthesize information for the development of

materials about Palmdale Water District's programs, projects, policies and goals; customizes tone and approach of messages for a variety of audiences, as directed; coordinates the distribution of such information and communications through a variety of methods including web, publications, advertising, media relations, social media, internal and external contacts and others.

Create original content for Palmdale Water District's websites, publications and social media; plan, write, design, edit and produce annual reports, fact sheets, brochures, bill inserts, newsletters, speaker notes, news releases, editorials, articles, advertising, social media posts, scripts, audio and video recordings, films, slide shows, exhibits and other informational materials.

Takes photographs and shoots video for Palmdale Water District's use for web, publications, advertising, media relations and social media; selects images for a broad range of communications; updates photo library as directed.

Monitors and tracks internal developments and external news and trends to anticipate questions, forecast changes, and prepare informational materials for stakeholders; responds as directed to issues generated by or affecting Palmdale Water District's image, reputation, policies, programs, projects and goals.

Obtains information from internal subject matter experts, technical materials or official documents to answer a wide range of public inquiries and explains and represents Palmdale Water District programs, projects, policies and goals, as directed.

Assists in producing media events and coordinating logistics and creating informational materials for press conferences, editorial board visits, studio interviews and other events. Coordinates and guides media representatives attending Palmdale Water District sponsored events, meetings and site visits.

Conducts on-the-record media interviews as directed.

Under direction, creates, edits, monitors and posts social media content; responds to inquiries and commentary on social media per Palmdale Water District guidelines; edits and fact-checks social media content created by staff.

Fosters relationships with customer, community, employee, news media and other stakeholder groups to protect Palmdale Water District's image and reputation and build trust and support for programs, projects, policies and goals.

Works irregular hours to respond to media inquiries and attend local community meetings.

Performs other related duties and responsibilities as required.

#### MINIMUM QUALIFICATIONS



Public Affairs Specialist 1

Knowledge of:

English grammar, composition, spelling, punctuation, and vocabulary.

Spanish grammar, composition, spelling, punctuation, and vocabulary.

Principles, techniques, and methods of public information and strategic communications.

Local and state government functions, organization, and procedures.

Elements of the functions and workings of local government.

Effective use of public information channels including websites, publications, news and social media.

Principles and techniques of evaluating public opinion and community interests.

Techniques to communicate with general audiences.

Photographic techniques.

Graphic arts, specifically InDesign, and printing methods, materials, and terminology.

Techniques of working with the public on an individual or group basis.

Ability to:

Write, edit and proofread effective informational material for a variety of audiences in a variety of media.

Orally communicate effectively to individuals and small and large groups.

Express complex technical subjects using simple language and images to lay persons.

Prepare, evaluate, and disseminate public information.

Understand government documents, technical reports and water jargon.



Develop and maintain effective working relationships with Palmdale Water District staff, news media and other stakeholder groups.

Work effectively on several concurrent assignments under deadline in unpredictable environments.

Use sound judgment in the preparation and dissemination of information.

Must have visual acuity to read written materials in print and on the computer.

Must have hearing sufficient to communicate in person and on the telephone.

Sufficient physical mobility to conduct tours of Palmdale Water District facilities.

Physical capacity to sit for long periods of time.

On a continuous basis, sit at desk for long periods of time; intermittently stand, walk, bend, twist, squat, and kneel while performing field work; twist to reach office equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and live or carry weight up to 25 pounds.

#### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

##### Experience:

A minimum of two years experience in public and media relations or communications.

##### Training:

Bachelor's degree in Public Affairs, Journalism, Graphic Design or related field from an accredited college or university.

##### License and Certificate:

Possession of, or ability to obtain, a valid California driver's license. Must have a driving record acceptable to the district.

#### Public Affairs Specialist 2

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

A minimum of three years' experience in public and media relations or communications.

Training:

Bachelor's degree in Public Affairs, Journalism, Graphic Design or related field from an accredited college or university.

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license. Must have a driving record acceptable to the district.

PHYSICAL REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### PUBLIC AFFAIRS INTERN

FLSA Status: Non-Exempt

#### DEFINITION

To perform a variety of duties related to customer and community relations. Prepares informational materials for dissemination through a variety of media.

#### DISTINGUISHING CHARACTERISTICS

This is the educational class in the Public Affairs series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. Incumbents must be enrolled in an accredited college or university with major coursework related to Public Affairs. Experience gained as a Public Affairs Intern may be considered qualifying for entry level professional classifications.

#### SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Public Affairs Director; may receive technical and functional supervision from other Public Affairs staff as directed by the Public Affairs Director.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Takes photographs and shoots video for Palmdale Water District's use for web, publications, advertising, media relations and social media; selects images for a broad range of communications; updates photo library as directed.

Assists in producing media events and coordinating logistics and creating informational materials for press conferences, editorial board visits, interviews and other events. Coordinates and guides media representatives attending Palmdale Water District sponsored events, meetings and site visits.

Under the direction of Public Affairs staff, create original content for Palmdale Water District's websites, publications and social media; plan, write, edit and produce fact sheets, brochures, bill inserts, newsletters, speaker notes, news releases, editorials, articles, advertising, social media posts, scripts, audio and video recordings, films, slide shows, exhibits and other informational materials.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.



Perform related duties as assigned.

EDUCATIONAL OPPORTUNITY

The intern position will provide the following educational experiences:

Knowledge of:

English grammar, composition, spelling, punctuation, and vocabulary.

Spanish grammar, composition, spelling, punctuation, and vocabulary.

Principles, techniques, and methods of public information and strategic communications.

Local and state government functions, organization, and procedures.

Elements of the functions and workings of local government.

Effective use of public information channels including websites, publications, news and social media.

Principles and techniques of evaluating public opinion and community interests.

Techniques to communicate with general audiences.

Photographic techniques.

Graphic arts and printing methods, materials, and terminology.

Techniques of working with the public on an individual or group basis.

Ability to:

Write, edit and proofread effective informational material for a variety of audiences in a variety of media.

Orally communicate effectively to individuals and small and large groups.

Express complex technical subjects using simple language and images to lay persons.

Prepare, evaluate, and disseminate public information.

Understand government documents, technical reports and water jargon.

Develop and maintain effective working relationships with Palmdale Water District staff, news media and other stakeholder groups.

Work effectively on several concurrent assignments under deadline in unpredictable environments.

Use sound judgment in the preparation and dissemination of information.

REQUIREMENTS:

Must be enrolled in college full time.

PHYSICAL REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

RESOURCE AND ANALYTICS DIRECTOR

FLSA Status: Exempt

DEFINITION

To plan, organize, oversee, and manage acquisition of water and energy resources for the District; to provide highly complex technical and professional support to the General Manager/CEO or Assistant General Manager/COO, in the absence of the General Manager/CEO.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager/CEO or Assistant General Manager/COO, in the absence of the General Manager/COO.

Exercises direct supervision over assigned staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Secure adequate water and energy resource supplies to meet the District's current and future demands; acquire short-term and long-term water supplies to provide reliable sources; participate in long-term planning activities.

Schedule and maintain water deliveries and various State Water Project resource programs; negotiate water and energy supply contracts for the District; prepare and update the District's water production and energy resource plans.

Represent the District on various State Water Contract committees; oversee administration of the District's agreement relative to the State Water Contract; prepare reports and updates regarding water supply and acquisition.

Evaluate contracts, projects, and procedures related to resource acquisitions; identify and respond to current and future water supply demands.

Monitor current and proposed energy and water resource programs; manage the District's energy accounts relative to ensuring adequate energy resources to convey, treat, and distribute water to District customers; evaluate the District's rate structure and make recommendations related to recovering water purchase and energy costs.

Provide strategic planning and oversight for the development of data analytics tools to help drive data driven decisions for the efficient use of water and energy resources.

Work with the Resource and Analytics Supervisor to expand and centralize the District's data resource; and to make data analytics tools available to all departments.

Prepare and present information to the District Board regarding water resource and energy supply issues; attend Board meetings, various planning meetings and conferences as appropriate.

Prepare, and administer the District's water resource budget; prepare cost estimates for budget recommendations; submit justifications for water purchases and related energy costs; monitor and control expenditure.

Represent the District at various community organization and outside agency meetings; serve on staff subcommittees as necessary; and coordinate water and energy resource activities with District departments and outside agencies.

Advocate on behalf of the District to governmental and regulatory authorities as directed.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

#### MINIMUM QUALIFICATIONS

##### Knowledge of:

Principles and practices of water and energy resource management and planning, including contract negotiation and administration, and related rate structures.

Operational characteristics of water production facilities and related energy needs.

Principles and practices of budget preparation and administration, and technical reporting writing.

Pertinent local, State and Federal laws, ordinances and rules.



Ability to:

Plan, organize, oversee, and manage acquisition of water and energy resources for the District.

On a continuous basis, analyze technical, operational, and budget reports; interpret and evaluate various technical reports and data; know and interpret laws, regulations, codes and procedures; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Interpret and explain pertinent District policies and procedures.  
Prepare and administer a budget; prepare and present technical reports to a variety of audiences.

Use sophisticated computer software related to engineering and resource analysis.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Ten years of increasingly responsible experience in water and energy resource management and planning in a public or private sector environment including five years of administrative and management responsibility.

Training:

Equivalent to a bachelor's degree from an accredited college or university with major course work in civil engineering, resource management, land use planning or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Required use of cell phone with data plan.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### RESOURCE AND ANALYTICS SUPERVISOR

FLSA Status: Exempt

#### DEFINITION

Under general supervision, assigns, and reviews the work of water use efficiency personnel who plan, administer and execute water conservation programs and outreach. Under general supervision, assigns, and reviews the work of management analyst(s) who enter and review data, operate analytics programs, and provide analytic services to District staff as needed. Develop and coordinate plans for efficient use of the District's water and energy resources; Develops and coordinates data analytics strategies to provide staff with better information and backup for decisions; handles difficult, complex analytics problems; prioritizes and reviews tasks relative to assigned area of responsibility.

This is the first-line supervisor level classification in the Resource and Analytics Department. The Resource and Analytics Supervisor provides direction to the Resource and Analytics Department by assigning, directing and reviewing work of staff. Supervisory duties include training, writing, conducting performance appraisals, and assisting in department budget preparation. Incumbents provide coaching and guidance to representatives.

#### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Resource and Analytics Director.

Exercises supervision over Water Use Efficiency staff and Management Analyst(s).

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provides day-to-day leadership to ensure a high performance, analysis-oriented work environment that supports achieving the Department's and the District's mission, objectives and values.

Prioritize, assign, evaluate and supervise the work of all Water Use Efficiency staff and Management Analyst(s). Provides coaching and guidance for performance improvement and development; directs and oversees the training of new staff.

Plans and implements data management and data analytics plans modifies departmental procedures and processes; creates quality assurance tools to ensure completion, quality and timeliness.

## Resource and Analytics Supervisor

- 2 -

Provides oversight and evaluation of water use efficiency programs; provides support and prioritization in evaluating and modifying rebate, outreach and education plans; creates quality assurance tools to ensure completion, quality and timeliness.

Write and conduct formal performance appraisals; participates in a variety of personnel actions including hiring, counseling, training, promotion, discipline, and termination.

Interacts effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the District's goals and objectives while exercising the highest degree of confidentiality.

Assumes difficult and specialized data analysis needs, including one off special requests from District Management; short- and long-term reporting assistance such as monthly conservation reporting to SWRCB; long term reporting assistance such as Urban Water Management Plan; and primary responsibility for completing the annual Water Loss Audit.

Attends and participates in professional group meeting; stays abreast of new trends and innovations in utility billing and customer service; directs and participates in the incorporation of new developments into program areas, as appropriate.

Reviews, analyzes, and recommends participation in emerging energy programs and technologies; changes Edison rates schedules, and adjustments in production strategies for energy efficiency purposes.

Works with Resource and Analytics Director to develop and update water resource production plan and coordinates with Operations to facilitate the plan.

Assists and participates in the development and administration of the Water Use Efficiency budget.

Utilize all skills to communicate and provide exceptional customer care including language skills and all specialized skills possessed by employee.

Assists the Resource and Analytics Director in administration of Antelope Valley State Water Contractors Association and Antelope Valley Water Master as needed.

Provides presentations and training as needed on energy, production, data and water use efficiency programs to District staff.

Reads, understands, and ensures compliance with the PWD's Safety Policies; attends safety, meetings, as required; reports all accidents, violations, or infractions to manager.

## Resource and Analytics Supervisor

- 3 -

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Data base and data analysis software, tools, reporting and practices.

Water use efficiency programs and reporting.

District personnel rules and policies.

Energy rate structures, specialized energy programs such as: Demand Response and Over-Gen.

Water resource planning and components.

Principles and methods of business correspondence, recordkeeping and filing.

Principles and practices of sound business communications and correct English use, including spelling, grammar and punctuation.

Appropriate safety precautions, procedures, practices and regulations related to maintain a department safety program, safe working conditions, and operating equipment.

Modern office equipment, software programs, and computerized record keeping and filing methods.

Business mathematics, calculations and statistical analysis.

Principles and practices of effective leadership and employee supervision, including training and performance evaluation.

Principles and practices of budget monitoring.

Pertinent local, State and Federal laws, ordinances and rules.

#### Ability to:

Supervise, assign, inspect and evaluate the work of others.



## Resource and Analytics Supervisor

- 4 -

Communicate effectively, both verbally and in written formats.

Motivate and evaluate staff and provide for their training and development.

Develop and implement work standards.

Plan and organize work to meet changing priorities and deadlines.

Analyze and resolve complex analysis and reporting problems.

Exercise independent judgment and initiative.

Train and orient new and existing employees.

Maintains and directs the daily activities such as: analysis projects, water use efficiency tasks, energy and water resource plan coordination, and any departmental duties.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Establish and prioritize action items and multitask effectively.

Prepares concise records, reports and other written materials.

Use creative thought to problem solve including the use of new and innovative technologies and techniques.

Participate in groups and committees that affect District operations, policies and procedures.

Use Microsoft Outlook including accessing forms within public folders, send and receive email and use the calendar and scheduling functions effectively.

Make sound decisions and demonstrate analytical capabilities.

Make observations, communicating with others, reading, writing, and operating assigned equipment.

Assist in the development and monitoring of an assigned program budget.

## Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Seven years of increasingly responsible experience in in data analysis, water and energy resource planning, credit operations, or utility billing; including three years providing technical and functional supervision over assigned personnel.

Training:

Equivalent to Associates Degree in construction, engineering, business, or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Distribution Operator Grade 2 Certificate as issued by the State of California Department of Public Health.

Possession of a Water Treatment Operator Grade 2 Certificate as issued by the State of California Department of Public Health.

Possession of a Grade 2 Water Use Efficiency Certificate issued by the AWWA is required.

PHYSICAL DEMANDS AND WORKING CONDITIONS

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

Environmental Conditions:

On continuous basis employees are required to sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Mental Demands

While performing the duties of this class, an employee is regularly required to use written and oral communication skills, read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and

Resource and Analytics Supervisor

- 6 -

interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customers and the public.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.



## PALMDALE WATER DISTRICT

### WATER USE EFFICIENCY TECHNICIAN I/II

FLSA Status: Non-Exempt

#### DEFINITION

To assist with the planning, implementation and coordination of education, public information and community outreach activities for the District; to perform a variety of tasks related to water awareness in the community; and to assist in the implementation of conservation programs, rebates and documentation.

#### DISTINGUISHING CHARACTERISTICS

Water Use Efficiency Specialist I - This is the entry level class in the Water Use Efficiency series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Water Use Efficiency Specialist I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Water Use Efficiency Specialist II - This is the journey level class in the Water Use Efficiency series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

#### SUPERVISION RECEIVED AND EXERCISED

##### Water Use Efficiency Specialist I

Receives general supervision from the Resource and Analytics Supervisor; receives technical and functional supervision from a Water Use Efficiency Specialist II.

##### Water Use Efficiency Specialist II

Receives general supervision from the Resource and Analytics Supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

## Water Use Efficiency Specialist I/II

- 2 -

Assist with planning, implementation and coordination of District water awareness programs, public information, and community outreach activities.

Utilize all skills to communicate and provide exceptional customer care including language skills and all specialized skills possessed by employee.

Assist in the coordination and execution of special events.

Assist in maintaining inventory for water use efficiency supplies and giveaways.

Make presentations to classrooms and organized tours.

Assist in preparing the annual report on Water Use Efficiency events.

Assist other District personnel in all phases of activities and operations as needed, including after-hours, on-call and other unusual times.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

Performs and documents meter testing duties.

### Additional Duties of the Water Use Efficiency Specialist II:

Prepares annual report on water use efficiency programs and activities.

Prepares and updates water conservation program.

Evaluates all water use efficiency programs for effectiveness and presents suggested changes to supervisor on as needed basis and at a minimum of annually.

Assist in the completion of the annual water loss audit.

Assist in budget preparation.

Orders supplies for events and programs.

Plans and coordinates water use efficiency outreach for the year including: school visits and tours, landscape workshops, Water Smart Expo, Earth Day, and contests.

Coordinates messaging and events with Public Relations staff for updating the water use efficiency messaging on all sources of District media.

## Water Use Efficiency Specialist I/II

- 3 -

Maintains records of all water use efficiency programs and activities.

Assist in the preparation and submission of grants to appropriate agencies.

Completes Drinc Portal Monthly Reporting

Research new and up-to-date educational ideas.

Trains Water Use Efficiency Specialist I's and other support staff

Performs all the duties of a Water Use Efficiency Specialist I.

Prepares and delivers water use efficiency related presentations to the District board of directors.

### MINIMUM QUALIFICATIONS

#### Water Use Efficiency Specialist I

##### Knowledge of:

Report preparation and analysis, including use of various personal computer applications such as word processing, spreadsheet, and database programs.

Modern office procedures, practices, and equipment, including use of a personal computer.

English usage, spelling, punctuation, and grammar.

Water use efficiency principals.

##### Ability to:

Assist with planning, implementation and coordination of a variety of public water use efficiency outreach activities.

Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Make educational presentations to groups of diverse customers, including varying ethnic groups, children, employees or other organizations.

Assist in developing and implementing sponsorship packages, including solicitation of sponsors for water conservation events.

Understand and communicate water waste and rebate policies both in the office and in the field to customers and staff.

Perform field work related to water waste complaints and rebate programs.

Analyze reports and special projects; prepare routine reports and correspondence.

Perform general clerical work, including maintenance of appropriate records and preparation of general reports; verify and check files and data.

Perform simple arithmetic calculations.

Operate a variety of office equipment, such as a calculator, computer and related software.

Type at a speed necessary for successful job performance.

Prioritize work and meet required deadlines.

Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

#### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

##### Experience:

Two years of customer service experience that required the understanding and communication of policies to customers is desirable.

##### Training:

Equivalent to high school diploma/GED.

#### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

## Water Use Efficiency Specialist I/II

- 5 -

Possession of a Grade I Water Use Efficiency Certificate issued by the American Water Works Association (AWWA).

### Water Use Efficiency Specialist II

In addition to the qualifications for the Water Use Efficiency Specialist I:

#### Knowledge of:

Advanced knowledge of District Water Use Efficiency policies and programs.

Knowledge of water use efficiency regulations.

#### Ability to:

Independently interpret and apply District policy when administering Water Use Efficiency programs and water waste investigations.

Evaluate and suggest changes to Water Use efficiency policies and programs for effectiveness.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

Three years of responsible journey experience performing duties similar to a Water Use Efficiency Specialist I with the Palmdale Water District.

#### Training:

Equivalent to high school diploma/GED.

### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Grade 2 Water Use Efficiency Certificate issued by the AWWA is required.



**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

**Environmental Conditions:**

On continuous basis employees are required to sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

**Mental Demands**

While performing the duties of this class, an employee is regularly required to use written and oral communication skills, read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customers and the public.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### MANAGEMENT ANALYST (Resource and Analytics Department)

FLSA Status: Non-Exempt

#### DEFINITION

To perform technical level administrative and/or program related duties in assistance to District's Departments or divisions; to research, collect, and analyze data and prepare draft reports; to provide some highly responsible administrative duties in support of the Department heads and supervisors.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Resource and Analytics Supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Respond to requests for documentation related to assigned area of responsibility; explain and interpret assignment area policies and procedures to internal or external customers.

Perform technical and paraprofessional duties related to area of assignment including interpreting, analyzing, and determining compliance or acceptance of information and materials; prepare reports to document results of duties performed. Review verify and process documents related to department activities including budgets, contracts, grants, claims, legislation, and other specialized documents based on area of assignment. Track, plan and oversee an energy program.

Prepare various reports on operations and activities of assigned departments.

Provide or coordinate staff training.

Coordinate with District regulators regarding scheduled maintenance; coordinate with other utilities and agencies about energy needs and programs.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Assist professional staff in performing and conducting studies, special projects, administrative and technical functions; perform data collection and analysis; prepare draft reports and technical documents.

Ensure areas of responsibilities are in compliance with related laws, codes, ordinances, and legislation; advise staff of any irregularities in compliance.

## Management Analyst (Resource and Analytics Department)

- 2 -

Establish and maintain a wide variety of filing and reporting systems as necessary; develop record keeping procedures; provide relevant information to relevant parties; prepare and type correspondence, and compile and type reports.

Compile and develop information for special studies and reports from a variety of resources; assist with various special projects, including coordination, research and development of systems.

Assist with maintenance and implementation of new software technologies and systems.

Assist supervisor with a variety of administrative operations and prepare or recommend procedural modifications.

Coordinate and assist in the development and administration of a department or division budget; prepare budget reports; compile annual budget requests; monitor and control expenditures; and, track and reconcile invoices. Prepare cost estimates for budget recommendations; submit justifications for materials, equipment and supplies; monitor and control expenditure.

Independently respond to letters, electronic mail, and general correspondence based on areas of assignment.

May perform a wide variety of complex, responsible, secretarial and administrative duties for executive staff and other management personnel; provide routine analytical support.

Build and maintain positive working relationships with co-workers, other District employees, and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of administrative and/or technical area to which assigned including, but not limited to, claims, legislation, budget, grants, and personnel.

Principles and practices of intermediate analytical research methods, project coordination, training, budget monitoring, safety management, and report writing techniques.

Modern office equipment, procedures computer hardware, and software, including word processing, database, spreadsheet and accounting applications.



## Management Analyst (Resource and Analytics Department)

- 3 -

Techniques and principles of effective written and oral communication.

Pertinent local, State and Federal laws, codes, ordinances, District functions, policies, rules and regulations.

General functions and objectives of governmental utility services.

English usage, basic mathematical calculations and statistical methods.

Advanced knowledge of excel spreadsheets.

### Ability to:

Perform technical level administrative and/or program related duties.

On a continuous basis, know and understand all aspects of the job; intermittently review documents related to department or division operations; analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe, identify and problem solve office operations and procedures; understand, interpret and explain policies and procedures; explain operations and problem solve office issues for the public and with staff; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently walk or stand in the field and sit while driving in vehicle or operating equipment; twist and reach office equipment; write and use keyboard to communicate through written means; perform simple grasping and fine manipulation; lift or carry weight up to 25 pounds.

Operate a personal computer utilizing spreadsheet, word processing and database software at an intermediate to advanced level.

Interpret and explain pertinent water system construction, installation, repair, and maintenance practices and department policies and procedures.

Perform independent research in carrying out technical administrative and technical duties.

Collect, compile, analyze and present a variety of data in a meaningful way.

Develop and implement various data collection and reporting systems.

## Management Analyst (Resource and Analytics Department)

- 4 -

Review budget submissions and revisions for mathematical and accounting accuracy. Assist in the development and monitoring of an assigned program budgets.

Understand District policies and practices to objectively analyze situations to determine proper course of action.

Understand and interpret complex policies, procedures and regulations of outside agencies as necessary to assume assigned technical responsibilities.

Obtain information through interview; handle multiple project assignments; deal firmly and courteously with the public.

Analyze situations quickly and objectively to determine proper course of action.

Coordinate the development and monitoring of an assigned program project budget; project, track and reconcile expenses, schedule appropriate staff training.

Compose professional quality correspondence; write highly detailed technical and analytical reports.

Maintain a high level of confidentiality of a wide range of sensitive information.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

---

### Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### Experience:

Five years of responsible administrative support or technical experience preferably in the subject area to which assigned. One year of lead supervisory experience is highly desirable.

#### Education:



Equivalent to a bachelor's degree from an accredited college or university with major course work in accounting, finance, business administration, public administration or a related field or Associate degree with three additional years of experience.

License and Certificate

Possession of, or ability to obtain a valid California Driver's License.

May be required to obtain special certifications, depending on area of assignment.

PHYSICAL DEMANDS AND WORKING CONDITIONS

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

Environmental Conditions:

On continuous basis employees are required to sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Mental Demands

While performing the duties of this class, an employee is regularly required to use written and oral communication skills, read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customers and the public.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

## Management Analyst (Resource and Analytics Department)

- 6 -

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### RESOURCE AND ANALYTICS INTERN

FLSA Status: Non-Exempt

#### DEFINITION

To perform a variety of duties related to water resources and water use efficiency. Prepares informational materials for dissemination through a variety of media.

#### DISTINGUISHING CHARACTERISTICS

This is the educational class in the Resource and Analytics series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. Incumbents must be enrolled in an accredited college or university with major coursework related to engineering. Experience gained as a Resource and Analytics Intern may be considered qualifying for entry level professional classifications.

#### SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Resource and Analytics Supervisor; may receive technical and functional supervision from other Resource and Analytics staff as directed by the Resource and Analytics Supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist with planning, implementation and coordination of District water awareness programs, public information, and community outreach activities.

Utilize all skills to communicate and provide exceptional customer care including language skills and all specialized skills possessed by employee.

Assist in the coordination and execution of special events.

Assist in maintaining inventory for water use efficiency supplies and giveaways.

Make presentations to classrooms and organized tours.

Assist in preparing the annual report on Water Use Efficiency events.  
Perform related duties as assigned.

Assist in the data and analytical needs of the Resource and Analytics Department.

### EDUCATIONAL OPPORTUNITY

The intern position will provide the following educational experiences:

#### Knowledge of:

Report preparation and analysis, including use of various personal computer applications such as word processing, spreadsheet, and database programs.

Modern office procedures, practices, and equipment, including use of a personal computer.

English usage, spelling, punctuation, and grammar.

Water use efficiency principals.

#### Ability to:

Assist with planning, implementation and coordination of a variety of public water use efficiency outreach activities.

Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Make educational presentations to groups of diverse customers, including varying ethnic groups, children, employees or other organizations.

Assist in developing and implementing sponsorship packages, including solicitation of sponsors for water conservation events.

Understand and communicate water waste and rebate policies both in the office and in the field to customers and staff.

Perform field work related to water waste complaints and rebate programs.

Analyze reports and special projects; prepare routine reports and correspondence.

Perform general clerical work, including maintenance of appropriate records and preparation of general reports; verify and check files and data.

Perform simple arithmetic calculations.

Operate a variety of office equipment, such as a calculator, computer and related software.

Type at a speed necessary for successful job performance.

Prioritize work and meet required deadlines.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**REQUIREMENTS:**

Must be enrolled in college full time.

**PHYSICAL REQUIREMENTS:**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

**Environmental Conditions:**

On continuous basis employees are required to sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

**Mental Demands**

While performing the duties of this class, an employee is regularly required to use written and oral communication skills, read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customers and the public.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date



The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### INFORMATION TECHNOLOGY MANAGER

FLSA Status: Exempt

#### DEFINITION

To plan, organize, and direct the activities of personnel and contractors engaged in professional and technical support of District-wide computer systems and data networks, including hardware and software maintenance and development including the District's Geographic Information System (GIS). Serves as primary advisor to District management in setting the strategic direction of technology for the District; and performs related duties as assigned.

#### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager/CEO and Assistant General Manager/COO.

Exercises direct supervision over assigned supervisory and technical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assumes management responsibility for assigned services and activities of the Information Technology Department. Manages and participates in the development and implementation of goals, objectives, and priorities for assigned programs; recommends and administers policies and procedures.

Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.

Plans, directs, coordinates, and reviews the work plan for assigned staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.

Plans and manages the District's centralized automated systems and related services, including personnel and equipment; provides strategic development and use of information technologies; oversees design and implementation of new systems; coordinates District-wide acquisition of software and hardware including development and implementation of a long-range funding plan for maintenance and replacement of hardware; manages operations and customer support functions for software applications, telecommunications systems, and network systems and services.

## Information Technology Manager

- 2 -

Oversees and participates in the development and administration of the Information Technology Department's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; and implements adjustments.

Oversees the operations of computer, network and telecommunication systems, ensuring adequate security, performance, and reliability. Establishes District-wide standards for hardware, software and local and wide area networks. Evaluates software for computer, network and telecommunication systems and makes recommendations to ensure compatibility and effectiveness.

Provides GIS application support. Manages selection, evaluation, and implementation of new GIS applications.

Reviews departments' requests for hardware and software and makes recommendations, as appropriate, on alternative system or service options.

Assists with integrating other technologies, including SCADA, with the District's network and computer systems; assumes responsibility for the integration of the District network with remote sites.

Serves as the liaison for the Information Technology Department to other departments and outside agencies; negotiates and resolves sensitive and controversial issues.

Provides responsible staff assistance to the General Manager/CEO and Assistant General Manager/COO; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to information technology programs, policies and procedures as appropriate.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Operational characteristics, services, and activities of an information technology program.

Advanced principles and practices of information management including computer, network, and telecommunication systems and services.

Advanced software such as ArcGis 9.2, AutoCad 2000, and Win2data.

Principles, methods and techniques of systems and procedures analysis, design, and maintenance.

Operational characteristics of multiple operating systems, platforms, and environments.

Functions, capabilities and limitations of hardware and software.

Microsoft Server tools such as Active Directory (dhcp, dns, Domain Controllers, etc.), Microsoft Exchange and software such as Accounting software, Contact Management systems, Customer Service Information systems, Human Resource, Payroll and Project Management systems, as well as other tools such as Microsoft Office software (WORD, Excel, Power Point, and Access).

Through knowledge of Microsoft operating systems, UNIX operating systems, networks including switches, routers, firewalls, network security, and network monitoring.

Concepts, principles, practices, and operational characteristics of emerging technologies in information technology.

Principles and practices of program development and administration.

Principles and practices of budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Pertinent federal, state, and local laws, codes, and regulations.

Principles and procedures of record keeping.

Principles of business letter writing and report preparation.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

Oversee and participate in the management of a comprehensive information technology program.

Oversee, direct, and coordinate the work of lower level staff. Select, train, and evaluate staff.

Oversee and participate in the development and administration of departmental goals, objectives and procedures.

Research, analyze, and evaluate new service delivery methods and techniques.

Research and evaluate new technology in assigned area of responsibility.



Plan, organize, and manage systems, applications, and network projects and programs.

Preserve a high level of confidentiality of information encountered as part of work.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Evaluate new client business requirements to determine information technology solutions.

Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach office equipment surrounding desk; bend, squat, climb, kneel, reach and twist when working on and performing installation of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 50 pounds.

#### Experience and Training

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

Ten years of increasingly responsible experience in information technology including five years of administrative and management responsibility.

##### Training:



Equivalent to a bachelor's degree from an accredited college or university in Information Technology Management, Computer Science or Information Science or a related field.

License Requirement

Possession of, or ability to obtain, a valid California Driver's License.

Microsoft certification including Advanced MS, MCSE, and Certified Professional.

Current CompTIA A+ certification, Linux + certification, Network+ certification, Security + certification.

CCNA Certification.

VMware Certification.

Desktop Certified Associate Certification and Desktop Certified Professional Certification.

Enterprise Associate and Professional Certification.

Developer Entry and Associate Certification.

Cisco and virtualization certifications,

SQL Certification.

PHYSICAL REQUIREMENTS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. In addition, this position works in all weather conditions, including hot, wet, and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

Information Technology Manager

- 6 -

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### NETWORK ADMINISTRATOR

FLSA Status: Non-Exempt

#### DEFINITION

To provide technical assistance and support related to computer systems, hardware, and software. Responds to queries, runs diagnostic programs, isolates problems, determines and implements solutions. Provide District employees with information by designing methods to collect and retrieve data. Responsible for the local area network, wide area network, infrastructure, and District specific applications.

#### SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from Information Technology Manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.

Provide 24/7 technical support to mission critical employees and systems.

Day to day operation of VMWare environment to include, but not limited to: daily monitoring of VMWare environment; troubleshooting and resolution of VM issues; adding and upgrading VM hosts and clients as needed.

Day to day backup operations to include, but not limited to: daily monitoring of backup jobs; troubleshooting backup issues; file and folder restoration; quarterly test of backups.

Day to day operations of the Storage Area Network (SAN) to include but not limited to: monitoring storage health; monitoring storage connections to hosts; troubleshooting and resolving storage issues.

Configuration, setup, and deployment of new or replacement desktops, laptops, tablets and printers.

## Network Administrator

- 2 -

Insure replacement devices match old device, insure all needed applications are installed, and functional, on replacement device.

Insure Operating System (OS) and application updates are deployed in a timely fashion.

Respond to queries either in person or over the phone.

Respond to email and voice messages for customers seeking help.

Ask diagnostic questions to determine nature of problem.

Use available tools and resources to research, design and resolve issues.

Walk customer through problem-solving process.

Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

Follow up with customers to ensure issue has been resolved.

Gain feedback from customers about computer usage.

Run reports to determine malfunctions that continue to occur.

Determine users' technical needs and provide them with appropriate solutions.

Install and configure computer networks including LAN and WAN.

Test computers peripherals, hardware and software to ensure that they are working appropriately.

Upgrade software, patches and operating systems on a continuous basis.

Act as a technical resource to assist users with resolving computer issues.

Ensure that all computers are secured effectively by installing and updating District approved antivirus and / or antimalware software.

Train users on District approved software.

Explain the role of network applications and equipment to end users.

## Network Administrator

- 3 -

Maintain documentation of technical maintenance procedures carried out

Maintain and update all hardware and application documentation.

Help desk functions.

Reset user network and application passwords.

Assist in development, troubleshooting and repair of existing applications.

Assist District personnel as needed, including after-hours, on-call, weekends, holiday, etc.

Assist in preparation of system specifications.

Build and test network patch cables.

Basic understanding of Microsoft Active Directory (AD), creation of network users, DNS, DHCP and networking protocols like TCP/IP.

Basic understanding of cloud computing.

Administer District access control and surveillance systems.

Assists in research and procurement of computer accessories, software and supplies.

Provide IT support to District staff.

Support and maintain District hardware and software systems.

Set up user accounts, permission and passwords.

Serve as technical liaison to hardware, software, and application vendors.

Server administration, including file and print services.

Install, maintain, troubleshoot and repair network systems and equipment.

Monitor hardware, software, and applications; respond to service outages.

Ensure high network availability to staff and the public.



## Network Administrator

- 4 -

Assist in evaluating networking hardware/software requests.

Define network policies and procedures.

Assist in the creation of Request for Proposal (RFP) for IT related projects.

Assist in the creation of annual IT budget.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Methods and techniques of computer programming and computer equipment and related hardware.

Computer logic; and capabilities, characteristics and limitations of automated systems.

Working knowledge of Windows Desktop, Server, Workstation and mobile Operating Systems like Windows 10, iOS and Android.

Demonstrates advanced knowledge in the following software packages; Word, Excel, Access, Acrobat, FrontPage and Project or comparable software.

Hardware, software, and application troubleshooting skills.

Virtual servers and WiFi networks.

Firewalls and VPN's.

VoIP.

Principles and practices of good customer service.

#### Ability to:

Analyze problems, identify alternatives, and implement recommendations.

Troubleshoot problems related to computer equipment and programming.

Learn and correctly interpret and apply the policies and procedures of the District.

Establish and maintain effective working relationships with those contacted in the course of work including District staff and the general public.

Uses office equipment such as computers, copiers, and FAX machines but not limited to these items.

Ability to obtain higher level IT certifications like VMWare, CCNA, Security+.

Operate a calculator, computer-related equipment, and other office equipment.

Willingness to learn and take classes focused upon new technologies and programming utilized by the District.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify and interpret technical information; observe and problem solve technology issues.

Preserve a high level of confidentiality of information encountered as part of work.

Learn to maintain and administer District security systems and methods.

Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software.

Work scheduled and emergency overtime; be available for call back as required to meet the operational requirements of the District.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

#### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Seven years of increasingly responsible experience in in networks, PC, and information systems; including three years providing technical and functional supervision over assigned personnel.

Training:

Equivalent to a bachelor's degree from an accredited college or university with major course work in Computer Information Technology, Computer Information Systems, Science in Information Technology or Computer Information Management or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Microsoft certification including Advanced MS.

Current CompTIA A+ certification, Linux + certification, Network+ certification, Security + certification.

CCNA Certification.

VMware Certification.

Desktop Certified Associate Certification and Desktop Certified Professional Certification.

Enterprise Associate and Professional Certification.

Developer Entry and Associate Certification.

Cisco and virtualization certifications,

SQL Certification.

PHYSICAL REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision

in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 50 pounds also is required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

INFORMATION TECHNOLOGY TECHNICIAN 1  
INFORMATION TECHNOLOGY TECHNICIAN 2

FLSA Status: Non-Exempt

DEFINITION

To provide technical, operational, and internal customer service computer support to District departments; to introduce, implement, and maintain computers and related hardware and software, operating systems and networks; and to perform a variety of related technical tasks.

DISTINGUISHING CHARACTERISTICS

Information Technology Technician 1 - This is the entry level class in the Information Technology Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Information Technology Technician 1 class is distinguished from the 2 level by the performance of less than the full range of duties assigned to the 2 level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Information Technology Technician 2 - This is the journey level class in the Information Technology Technician series and is distinguished from the 1 level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the 1 level.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Technician 1

Receives immediate supervision from Information Technology Manager or other assigned management or supervisory staff; may receive technical and functional supervision from an Information Technology Technician 2.

Information Technology Technician 2

Receives general supervision from Information Technology Manager or other assigned management or supervisory staff.



EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a variety of responsible technical duties in support of District computer operations, functions or programs and help desk customer service functions.

Answer questions and respond to help desk requests in a timely manner; provide technical support and information, assistance and training over the phone and in person related to computer technology related issues.

Analyze, diagnose, test, and recommend solutions for problems with computers, terminals, operating systems, software and hardware problems.

Maintain systems including installing patches, downloading changes, and upgrading systems as needed.

Provide network support relative to mail servers, connection problems, switches, and related back-ups; update District web page as needed.

Implement internal controls, network security methods and other security systems for data, systems, and hardware protection.

Create user ID's and troubleshoot logins; create, modify, copy or delete files; install, upgrade, configure, and program software and hardware; monitor systems for viruses and take corrective action, as needed.

Prepare and maintain documentation; maintain and update manuals, codebooks, templates, and related documents; follow recommended protocols and procedures; perform back ups.

Prioritize project schedules and work requests; monitor, coordinate and report project status and problems; research and prepare technical and administrative reports as necessary.

Research and make recommendations related to new systems and equipment, maintain parts inventory for personal computer equipment.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Information Technology Technician 1

Knowledge of:

Methods and techniques of computer programming and computer equipment and related hardware.

Computer logic; and capabilities, characteristics and limitations of automated systems.

Common software used in personal computers, such as Microsoft Office, FrontPage, Acrobat, and Project.

Principles and practices of good customer service.

Ability to:

Provide technical, operational, and internal customer service computer support to District departments.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify and interpret technical information; observe and problem solve technology issues.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach office equipment surrounding desk; bend, squat, climb, kneel, reach and twist when working on and performing installation of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 50 pounds.

Test programs and debug application programs; perform maintenance on computer systems.

Preserve a high level of confidentiality of information encountered as part of work.

Learn to maintain and administer District security systems and methods.

Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software.

Work scheduled and emergency overtime; be available for call back as required to meet the operational requirements of the District.

## Information Technology Technician 1/2

- 4 -

Operate a personal computer with proficiency to produce highly complex and technical reports, charts, spreadsheets and other documents; maintain databases and records.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

One year of responsible experience performing technical computer support duties.

#### Training:

Equivalent to high school diploma/GED.

### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Microsoft certification preferred.

Current CompTIA A+ certification.

Current CompTIA Linux +.

## Information Technology Technician 2

In addition to the qualifications for the Information Technology Technician 1:

#### Knowledge of:

Methods and techniques used to evaluate software, hardware, and application systems.

Practices of business office automation and information technology including database administration, operating systems, software and hardware.

Advanced software such as ArcGis, AutoCad, MSSQL, SharePoint mobile device management (MDM), CMMS, VoIP and industry standard backup software.  
Basic Cisco IOS administration commands.

Pertinent District functions, policies, rules and regulations.

Advanced troubleshooting techniques used in resolving problems with operating systems, computer software, and related systems and equipment.

Ability to:

Independently provide technical, operational, and internal customer service computer support.

Prepare documentation for computer procedures and practices; write and perform programming functions as needed.

Build and test network patch cables.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of intermediate experience performing technical computer support duties.

Training:

Equivalent to Associates Degree in computer science, or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of Microsoft certifications like MTA, MCSA, MCSE, or MOS.

Current CompTIA Network + certification.



Current CompTIA Security +.

CCNA Certification.

VMware Certification.

PHYSICAL REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 50 pounds also is required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.



## PALMDALE WATER DISTRICT

### GIS COORDINATOR

FLSA Status: Non-Exempt

#### DEFINITION

To perform a wide variety of routine to complex technical duties in developing, implementing and supporting the District's geographic information systems (GIS) database; and performs related duties as assigned.

#### DISTINGUISHING CHARACTERISTICS

This is the journey level class. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed.

#### SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the IT Manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Maintain parcel base map and street center line data.

Assist in establishing, coordinating and implementing long-range GIS planning; forecast and analyze system needs.

Assist users in identifying and meeting their automation needs and developing alternative solutions.

Assist in planning, preparation and implementation of GIS related projects.

Help to create, maintain and validate GIS layers and attribute data created by staff or vendors. Integrate various data sets with GIS base map layers.

Prepare technical documentation such as requirement specifications, data definitions and instructional manuals relevant to the functionality and use of GIS software.

Instruct department personnel on GIS software and prepare course materials as needed.

Assist in communicating system status and planned upgrades to end users.

## GIS Coordinator

- 2 -

Provide GIS technical support to all levels of staff in response to requests received by the Information Technology Help Desk Support Line.

Implement and troubleshoot GIS software.

Coordinate the management of GIS related projects that may reach across multiple departments.

May act as a liaison with local and state agencies and vendors in the development of programs, policies, guidelines, and service levels related to GIS.

Responsible for developing and maintaining standards for GIS layers.

Assist in producing maps to support District needs and prepare customized reports.

Prepare and review technical designs, maps, drawings, visual aids, and graphic presentation materials related to District facilities projects.

Using a variety of technical engineering software including computer aided design/drafting (CAD), produce and maintain maps via geographic information systems (GIS); maintain and make adjustments to the District's distribution system hydraulic model.

Maintain mapping and recording of the District's conveyance and distribution systems and related water facilities.

Provide database management of maps and records; add new layers, edit documents or make corrections as needed to document project and engineering/construction history and maintain District mapping records in an up-to-date status.

Create and run queries and prepare format output for various routine and special reports required by District departments; update programs and systems with patches and service pack releases provided by outsourced vendors.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

Knowledge of:

Advanced computer software applications such as CAD and ESRI ArcGIS.

Relational database structure.

Basic network operations.

Global Positioning System (GPS)

Property research and real property legal descriptions.

District policies and procedures, engineering standards, and pertinent local, State, and Federal laws, ordinances and rules.

Principles and practices of technical report writing and data presentation.

Principles of algebra, geometry, and trigonometry.

Basic surveying practices and related equipment.

Principles and practices of recordkeeping.

Microsoft software used in word processing, spreadsheet, and database applications.

Web and GIS application development using HTML, Active Server Pages (ASP), Python and ESRI plug ins.

English usage, spelling, punctuation, and grammar.

Principles and practices of good customer service.

Use a variety of computer software to maintain databases and records.

Maintain and update a variety of electronic and hardcopy files.

Learn District policies and procedures and engineering standards.

Learn principles and practices of property research, including boundary determination and land title examination.

Work outside under a variety of climatic and geographic conditions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Ability to:

Work independently or as a team member.

Work on multiple projects, multitask.

Maintain work effectiveness and meet deadlines with frequent changes in workload and priority of assignment while keeping affected parties apprised of progress.

Establish and maintain effective working relationships with District staff, external customers and vendors.

Exercise independent judgment to identify and resolve problems effectively and efficiently without supervision.

Communicate clearly and concisely, both orally and in writing highly technical content in terminology easily understood by the end user.

Utilize knowledge of production systems to minimize downtime during the deployment of new software or update.

Quickly adapt to, learn and apply new technologies as they may be applied to GIS applications.

Maintain a high degree of confidentiality while working with privileged, sensitive and highly personal information.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify and interpret technical and numerical information, including engineering calculations; observe and problem solve operational and technical policy and procedure; and explain regulations and procedures to others.

On a continuous basis, sit at desk for long periods of time; intermittently stand at counter; walk, bend, twist, squat, and kneel while performing field work; twist to reach office equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 25 pounds.

Perform mathematical calculations with speed and accuracy.

Experience and Training



Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Seven years of increasingly responsible experience in GIS operations and maintenance including analysis, design, support, training and documentation; including three years providing technical and functional supervision over assigned personnel.

Training:

Equivalent to an Bachelor's degree from an accredited college with an emphasis in GIS or a closely related field and specialized certifications applicable to current trends in GIS. Major course work in relational database management is highly desirable.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Microsoft Certification.

Current CompTIA A+ certification, Linux + certification, Network+ certification, Security + certification.

CCNA Certification.

VMware Certification.

Desktop Certified Associate Certification and Desktop Certified Professional Certification.

Enterprise Associate and Professional Certification.

Developer Entry and Associate Certification.

PHYSICAL REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files,

paper, and documents weighing up to 25 pounds also is required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### SCADA/INSTRUMENTATION TECHNICIAN 1/2/3

FLSA Status: Non-Exempt

#### DEFINITION

##### Electronic Technician Team

To install, maintain, calibrate, and repair micro computer based supervisory data acquisition and control (SCADA) systems, and programmable logic controllers (PLC), and hydraulic and mechanical process controls in support of the District's water distribution system and treatment plant operations.

#### DISTINGUISHING CHARACTERISTICS

SCADA/Instrumentation Technician 1 - This is the entry level class in the SCADA/Instrumentation Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The SCADA/Instrumentation Technician 1 class is distinguished from the 2 level by the performance of less than the full range of duties assigned to the 2 level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

SCADA/Instrumentation Technician 2 - This is the journey level class in the SCADA/Instrumentation Technician series and is distinguished from the 1 level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the 1 level.

SCADA/Instrumentation Technician 3 - This is an experienced and skilled position responsible for programming process control equipment to control water distribution, maintain and measure gas pressures, and manage water through the operation of motors, electronic valves, variable frequency drives (VFD), and remote terminal units (RTU). Mentors less senior Technicians, serves as the lead worker on difficult projects, and handles the most complex SCADA issues. Ensures all preventative maintenance, corrective maintenance, and predictive maintenance tasks are complete and accurate.

#### SUPERVISION RECEIVED AND EXERCISED

##### SCADA/Instrumentation Technician 1

## SCADA/Instrumentation Technician 1/2

- 2 -

Receives general supervision from the Information Technology Manager; may receive technical and functional supervision from a SCADA/Instrumentation Technician 2.

### SCADA/Instrumentation Technician 2

Receives general supervision from the SCADA/Instrumentation Technician 3 or Information Technology Manager.

### SCADA/Instrumentation Technician 3

Receives general supervision from the Information Technology Manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

Troubleshoot and diagnose electronic, electromechanical and pneumatic instrumentation malfunctions; complete component level repairs or notify system contractors of other repair requirements as appropriate.

Use software diagnostic routines and test equipment to verify and/or adjust control system equipment according to manufacturer's recommendations.

Monitor communication links of the telemetry system to ensure sustained functioning of signals; install test points and conduct field tests.

Install, test, maintain, and replace telemetry instruments, components and equipment, including receivers, transmitters, analyzers, and switchgear.

Transport and install temporary generators as needed due to electrical power outages; shut down wells as necessary according to District procedures.

Read and interpret wiring schematics, mechanical drawings and specifications related to installation, service, or repair of equipment.

Prepare specifications for computer software and hardware related to SCADA system.

Repair and maintain computers and peripherals related to the SCADA system.

Estimate labor, materials and supplies necessary to perform assignments.



Review and inspect work performed by contractors installing or repairing electronic equipment in District facilities.

Keep and maintain accurate logs, records, schematics, flow charts and ladder logic; prepare required reports.

### MINIMUM QUALIFICATIONS

#### SCADA/Instrumentation Technician 1

##### Knowledge of:

Applied principles of electronic and electrical theory.

Common equipment, tools, and materials used in electronic instrument installation, maintenance, and repair.

Basic understanding of networking protocols like TCP/IP.

##### Ability to:

Learn to install, maintain, calibrate, repair, and program SCADA systems, PLCs, and other telemetry, monitoring and process control equipment and instrumentation.

On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; and explain jobs to others.

Learn to troubleshoot and diagnose electronic and electromechanical instrumentation malfunctions.

Learn operational characteristics of hydraulic systems as related to use of electronic signaling, communication, and control systems.

Learn pertinent local, State, and Federal laws, rules and regulations related to electronic systems/equipment installation and maintenance.

Read and interpret wiring schematics, mechanical drawings and specifications.

Keep and maintain logs and records of work activities; prepare required reports.

Work assigned shift schedules; be available for after-hours or call back emergencies.



Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

#### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

##### Experience:

One year of electronics equipment/component installation, SCADA, maintenance, repair, and programming.

##### Training:

Equivalent to high school diploma/GED with college course work in electronics, computer science or a related field.

#### License and Certificate

Possession of a valid California Driver's License.

Possession of a Distribution Operator Grade 2 Certificate as issued by the State of California Department of Public Health.

Possession of a Water Treatment Operator Grade 2 Certificate as issued by the State of California Department of Public Health.

#### SCADA/Instrumentation Technician 2

In addition to the qualifications for the Electronic Technician 1:

##### Knowledge of:

Instrumentation, computer input system facilities and telemetry, including computer based data acquisition and control systems.

Methods and techniques of troubleshooting and diagnosing electronic systems monitoring and control systems problems.

Advanced knowledge of networking protocols like TCP/IP.

Pertinent local, State, and Federal laws, rules and regulations related to electronic systems/equipment installation and maintenance.

Ability to:

Independently install, maintain, calibrate, repair, and program SCADA systems, PLCs, and other telemetry, monitoring and process control equipment and instrumentation.

Recommend and prepare specifications for new/modified control/monitoring systems.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of responsible journey experience performing duties similar to an Electronic Technician 1 with the Palmdale Water District.

Training:

Equivalent to an Associate degree from an accredited college with major course work in electronics, computer science or a related field.

License and Certificate

Possession of a valid California Driver's License.

Possession of a Distribution Operator Grade 3 Certificate as issued by the State of California Department of Public Health.

Possession of a Water Treatment Operator Grade 2 Certificate as issued by the State of California Department of Public Health is desired.

SCADA/Instrumentation Technician 3

In addition to the qualifications for the Electronic Technician 1 and 2:

Knowledge of:

Methods and techniques of troubleshooting and diagnosing electronic systems monitoring and control systems problems.

Advanced knowledge of networking protocols like TCP/IP.

Responsible for writing documentation as needed to support job functions.

Expert knowledge of the operational impacts of Control, PID and Process Schematics.

Knowledge of SCADA communication using wireless, fiber, coaxial or wired media.

Coordinate with vendors for product support and negotiates pricing, service delivery, and equipment needs.

Maintain records on computer system to ensure compliance with state, federal, and District policies and regulations.

Pertinent local, State, and Federal laws, rules and regulations related to electronic systems/equipment installation and maintenance.

Ability to:

Train and mentor new SCADA technicians and ensure their work is accurate and efficiently delivered.

Train District personnel in the operational use of SCADA software.

Manages projects, software updates, and other major issues related to SCADA operations to include developing time lines, establishing accountabilities, monitoring work progress, and handling problems.

Establishes short term and long term objectives for SCADA operations and coordinates with the management team/operational personnel to meet their needs and goals.

Assigns tasks, monitor progress, and provide direction as needed to improve overall SCADA operations quality.

Maintain and update the Supervisory Control and Data Acquisition (SCADA) system to insure uninterrupted, safe, reliable, and efficient operations.

Design, develop, document, coordinate and implement changes to the SCADA system to support operational changes and engineering projects.

Install, program, inspect, calibrate, maintain, operate, troubleshoot, repair and adjust various electric, electronic, and pneumatic devices, including Programmable Logic Controllers (PLC) and Supervisory Control and Data Acquisition (SCADA) systems

Build the SCADA databases to acquire data from remote PLC sites including drawing in tags of information to collect from various instruments. Automate data collection and streamline reporting using SCADA and office tools.

Design and draw graphic displays for plants and other operations as it relates to SCADA software.

Monitor operations using troubleshooting computer software tools.

Work closely with operations personnel on a daily basis and respond to their needs.

Investigate, evaluate, and recommend hardware, software, or service required to repair, replace, enhance, update or improve the SCADA environment.  
Resolve data communication problems during outages.

Test and update software and software configurations as needed to maintain system integrity.

Independently install, maintain, calibrate, repair, and program SCADA systems, PLCs, and other telemetry, monitoring and process control equipment and instrumentation.

Recommend and prepare specifications for new/modified control/monitoring systems.

Ensure all technical drawings and documentation are kept current and secure, both electronically and hard copy.

Respond appropriately to abnormal operating conditions as identified through SCADA or calls regarding leaks/electrical issues in order to maintain a safe and reliable operating environment.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

Three years of responsible journey experience performing duties similar to an Electronic Technician 1 and 2 with the Palmdale Water District.

Seven years' experience working with process control systems, PLC protocols, or other networking and computer communications systems.

#### Training:

An Associate Degree in Drafting, Industrial Engineering Technology, Electronics, Electrical Technology, Process and Maintenance Technology, or other related field will substitute for some of the required experience.

Military training as well as experience in industrial controls as an apprentice will also substitute for some of the required experience.

Experience managing employees, project management, and asset management/maintenance is also desired.

### License and Certificate

Possession of a valid California Driver's License.

Possession of a Distribution Operator Grade 3 Certificate as issued by the State of California Department of Public Health.

Possession of a Water Treatment Operator Grade 2 Certificate as issued by the State of California Department of Public Health is desired.

## PHYSICAL REQUIREMENTS



Constantly, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 25 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### HUMAN RESOURCES DIRECTOR

FLSA Status: Exempt

#### DEFINITION

To plan, organize, direct and review the activities and operations of the Human Resources and Safety Department including recruitment/selection, classification/compensation, benefits administration, employee relations, and risk management/safety; to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the General Manager/CEO and Assistant General Manager/COO.

#### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager/CEO and Assistant General Manager/COO.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan and implement department goals and objectives; recommend and administer policies and procedures.

Coordinate department activities with those of other departments and outside agencies and organizations; provide staff assistance to the Board of Directors, General Manager/CEO, and Assistant General Manager/COO; prepare and present staff reports and other necessary correspondence.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

Supervise and participate in the development and administration of the Human Resources budget; direct the forecast of additional funds needed for staffing, equipment, materials, supplies, services, and benefit and liability insurance requirements; monitor and approve expenditures; implement mid-year adjustments.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditure.

Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Plan, coordinate, and participate in recruitment/selection activities, perform classification audits and maintain the District's classification plan; conduct periodic or special compensation surveys and prepare recommendations related to the District's compensation plan.

Administer the District's benefits program, including health and retirement programs; ensure and monitor appropriate coverage in consultation with brokers and insurers.

Mediate problems and resolve employee relations issues; develop and initiate solutions and monitor results.

Oversee risk management and safety functions, including on-going training and work-site inspections, and coordination of Worker's Compensation activities.

Represent the department to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of human resources administration, including methods and techniques used in recruitment/selection, classification/compensation, and benefits administration.

Principles and practices of risk management and liability.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal laws, rules and regulations.

Organizational and management practices as applied to the analysis and evaluation of programs.

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.

Ability to:

Plan, direct and control the administration and operations of the Human Resources Department.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports and related documents; know and interpret laws, regulations, codes and procedures; observe performance and evaluate staff; problem solve department related issues; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Prepare and administer department budgets.

Develop and implement department policies and procedures.

Supervise, train and evaluate assigned personnel.

Gain cooperation through discussion and persuasion.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply District and department policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Ten years of increasingly responsible experience in human resource management including five years of administrative and management responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in human resource management, business or public administration or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of SPHR or SHRM-SCM Certification.

Required use of cell phone with data plan.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.



## PALMDALE WATER DISTRICT

### SAFETY AND TRAINING TECHNICIAN 1/2

FLSA Status: Non-Exempt

#### DEFINITION

Performs duties implementing and coordinating the District's safety and training program in compliance with federal, state and local safety, health and environmental laws and regulations; performs inspections of all District's facilities, equipment and job sites to ensure training and compliance with regulations' and industry standards; maintains and coordinates safety training programs; coordinates loss prevention program to identify and control potential hazards and injuries; administers the District's Injury and Illness Prevention Program (IIPP); assists with the District's Emergency Response Plan.

#### DISTINGUISHING CHARACTERISTICS

Safety and Training Technician 1 - This is the entry level class in the Safety and Training Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Purchasing Technician 1 class is distinguished from the 2 level by the performance of less than the full range of duties assigned to the 2 level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Safety and Training Technician 2 - This is the journey level class in the Safety and Training Technician series and is distinguished from the 1 level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the 1 level.

#### SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Human Resources Director.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Maintain the District's risk management and safety programs in compliance with local, state, and federal laws and accreditation standards related to safety and risk management.

## Safety and Training Technician 1-2

- 2 -

Maintain District's safety and training records including but not limited to OSHA 300 log, safety training scheduling and documentation, injury reporting, SOPs, SDS, and emergency response plans.

Chair the Safety Committee and facilitate safety meetings and trainings.

Oversee and respond to the "How Am I Driving Program" and report information to the Safety Committee for action.

Oversee and coordinate Workers' Compensation injury and claims processes.

Maintain the District's written Injury and Illness Prevention Program.

Act as liaison with insurance carriers.

Develop and implement systems, policies and procedures for the identification, collection and analysis of risk-related information.

Lead, facilitate, and advise on the designing of risk management programs to minimize potential safety risks to employees, visitors and property.

Regularly conduct a comprehensive, focused risk management assessment of potential risks to the District.

Build and maintain positive working relationships with co-workers, other District employees, and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Safety and Training Technician 1

##### Knowledge of:

Safety program administration, risk management, and public health policy.

Statistics, data collection, analysis and data presentation.

Current local, state and federal laws; OSHA regulations and accreditation standards.

Safety programs, training, and insurance requirements and practices.

##### Ability to:

Read, interpret and update safety and risk management data.

Coordinate safety programs throughout the organization.

Conduct on-going preventative safety programs and maintain training records.

Conduct most training classes for District staff.

Develop and monitor District risk management plan, including emergency response. Make recommendations for any changes necessary.

Perform assigned work in accordance with appropriate safety practices and regulations.

Analyze safety and risk management problems, evaluate alternative approaches, and adopt effective solutions.

Prepare and maintain accurate and complete confidential records and reports.

Establish and maintain effective working relationships with those contacted in the course of work including District staff and the general public.

Communicate clearly and concisely, both orally and in writing.

Possess excellent interpersonal communication skills.

#### Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

One year of experience in one or more of the following areas: risk management, safety, construction, administration or insurance desired.

##### Education:

Equivalent to high school diploma/GED .

#### License and Certificate

Possession of, or ability to obtain a valid California Driver's License.

OSHA Certification.

### Safety and Training Technician 2

#### Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

Three years of experience in one or more of the following areas: risk management, safety, construction, administration or insurance.

##### Education:

Equivalent to high school diploma/GED .

#### License and Certificate

Possession of, or ability to obtain a valid California Driver's License.

Possession of Certified Safety Professional (CSP), Certification as an Associate Safety Professional (ASP), or Occupational Health & Safety Technologist (OHST), or Certified Occupational Safety Specialist (COSS) or ability to obtain within two (2) years.

Possession of a Distribution Operator Grade 2 Certificate as issued by the State Water Resources Control Board desired.

### PHYSICAL REQUIREMENTS

Constantly, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 25 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

Safety and Training Technician 1-2

- 5 -

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.



## PALMDALE WATER DISTRICT

### HUMAN RESOURCES INTERN

FLSA Status: Non-Exempt

#### DEFINITION

To perform a variety of duties related to human resources, safety and training. Prepares informational materials for dissemination through a variety of media.

#### DISTINGUISHING CHARACTERISTICS

This is the educational class in the Human Resources series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. Incumbents must be enrolled in an accredited college or university with major coursework related to engineering. Experience gained as a Human Resources Intern maybe considered qualifying for entry level professional classifications.

#### SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Human Resources Director or; may receive technical and functional supervision from other Human Resources staff as directed by the Human Resources Director.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist with planning, implementation and coordination of District training programs.

Utilize all skills to communicate and provide exceptional customer care including language skills and all specialized skills possessed by employee.

Assist in the coordination and execution of special events.

Assist in District's recruitment activities.

Assist employees with benefit questions.

Assist in preparing the annual report on Water Use Efficiency events.

Perform related duties as assigned.

### EDUCATIONAL OPPORTUNITY

The intern position will provide the following educational experiences:

Knowledge of:

Report preparation and analysis, including use of various personal computer applications such as word processing, spreadsheet, and database programs.

Modern office procedures, practices, and equipment, including use of a personal computer.

English usage, spelling, punctuation, and grammar.

Human Resources and safety principals.

Ability to:

Assist with planning, implementation and coordination of a variety of Human Resources activities.

Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Understand and communicate handbook policies to staff.

Analyze reports and special projects; prepare routine reports and correspondence.

Perform general clerical work, including maintenance of appropriate records and preparation of general reports; verify and check files and data.

Perform simple arithmetic calculations.

Operate a variety of office equipment, such as a calculator, computer and related software.

Type at a speed necessary for successful job performance.

Prioritize work and meet required deadlines.

Communicate clearly and concisely, both orally and in writing.

Re

Establish and maintain effective working relationships with those contacted in the course of work.

REQUIREMENTS:

Must be enrolled in college full time.

## PHYSICAL REQUIREMENTS

Constantly, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 25 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

---

Employee Signature

---

Date

---

Supervisor Signature

---

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### OPERATIONS MANAGER

FLSA Status: Exempt

#### DEFINITION

To plan, organize, direct and review the activities and operations of the Operations Department (Systems, Treatment Plant and Water Quality divisions) including facility operations, water quality laboratory testing/analysis and treatment plant processing operations; to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the General Manager/CEO and Assistant General Manager/COO.

#### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager/CEO and Assistant General Manager/COO.

Exercises direct supervision over assigned supervisory and technical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan and implement department goals and objectives; recommend and administer policies and procedures.

Coordinate department activities with those of other departments and outside agencies and organizations; provide staff assistance to the Board of Directors, General Manager/CEO, and Assistant General Manager/COO; prepare and present staff reports and other necessary correspondence.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Supervise and participate in the development and administration of the Operations Department budget; direct the forecast of additional funds needed for staffing, equipment, materials, supplies, and services; monitor and approve expenditures; implement mid-year adjustments.

Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the department.



## Operations Manager

- 2 -

Ensure regulatory compliance with State and Federal agencies regarding water quality testing, analysis, and production.

Oversee operation of the water distribution system relative to water quality issues and monitor water production from a variety of sources, including groundwater, surface water, and the State water project.

Represent the department to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of water utility operations and related facilities, including water treatment and distribution systems.

Principles and practices of water quality assurance and control testing and analysis.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal laws, rules and regulations.

Organizational and management practices as applied to the analysis and evaluation of programs.

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.



Ability to:

Plan, direct and control the administration and operations of all facilities.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports and related documents; know and interpret laws, regulations, codes and procedures; observe performance and evaluate staff; problem solve department related issues; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently walk and stand while visiting field sites; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Prepare and administer department budgets.

Develop and implement department policies and procedures.

Supervise, train and evaluate assigned personnel.

Gain cooperation through discussion and persuasion.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply District and department policies, procedures, rules and regulations.

May occasionally perform field site visits.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Ten years of increasingly responsible experience in Treatment Plant, including five years of administrative and management responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in civil engineering, chemistry, biology or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Water Treatment Operator Grade 5 Certificate as issued by the State of California Department of Public Health.

Possession of a Water Distribution Operator Grade 5 Certificate as issued by the State of California Department of Public Health is highly desired.

PHYSICAL REQUIREMENTS

Intermittently, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 35 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

## Operations Manager

- 5 -

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### OPERATIONS SUPERVISOR – PLANT/WATER QUALITY

FLSA Status: Exempt

#### DEFINITION

To plan, organize, direct and supervise water quality laboratory operations and related regulatory compliance activities within the Operations Department; and to perform a variety of technical tasks relative to assigned area of responsibility.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations Manager.

Exercises direct supervision over assigned professional and technical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for water quality laboratory operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in water quality laboratory operations and regulatory compliance activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditure.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Develop, implement, and maintain laboratory quality assurance and quality control programs; maintain required laboratory certification.

Operations Supervisor – Water Quality acts as the Designated Laboratory Director, Quality Manager and Technical Manager performing all functions for those roles as established by California ELAP certification requirements.

Prepare and/or oversee preparation of required internal and external reports regarding water quality; ensure reports are accurate and submitted in a timely fashion.

## Operations Supervisor

- 2 -

Plan and implement sampling, data gathering, and special testing programs to evaluate and solve water quality problems; assign and/or participate in special water quality monitoring investigations.

Evaluate and interpret water quality data related to water treatment and distribution systems and watershed water quality studies.

Participate in development of improved water treatment processes and review monitoring programs related to water supply, distribution and storage; recommend changes in monitoring programs, treatment methods or process control.

Meets with regulatory agencies while representing the District to assess proposed regulations; provides technical and policy input into the development of new regulations; tracks legislation.

Maintains a liaison and cooperates with other water utility and trade organizations on issues relating to the interest of the District and water industry and advises management on how proposed statutes and regulations may impact the District's mission.

Conducts special applied research projects relating to the District's processes and systems, designing and overseeing experiments, modifying equipment, and maintaining records. Prepares, maintains and validates statistical and analytical reports for regional, state and federal agencies.

Work with commercial laboratories and requisition specialized testing as appropriate.

Temporarily oversees Treatment Plant personnel when Operations Manager is unavailable.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of chemical and microbiological laboratory analysis as applied to water quality sampling.

Principles and practices of water treatment processes and distribution systems.

Equipment, tools, and materials used in chemical and microbiological laboratory analysis.



Computer applications used in laboratory testing and analysis and water treatment processing problems.

Modern office procedures, methods and computer equipment including word processing, database and spreadsheet applications.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize, implement and direct water quality laboratory operations and related regulatory compliance activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures; explain District regulations and policies and requirements of regulatory agencies related to water quality.

Interpret and explain pertinent District and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Seven years of increasingly responsible professional work in water quality chemical or microbiological testing and analysis; including one year providing technical and functional supervision over assigned personnel.

Training:

Equivalent to a Bachelor of Science degree from an accredited college or university with major course work in chemistry, bacteriology, biology or a related science field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Water Treatment Operator 2 Certificate as issued by the State of California Department of Public Health and possession of a Water Distribution Operator 3 Certificate as issued by the State of California Department of Public Health or Possession of a Water Treatment Operator 3 Certificate as issued by the State of California Department of Public Health Water Resources Control Board is required and Possession of a Water Distribution Operator 2 Certificate as issued by the State of California Water Resources Control Board is required.

Possession of a Water Quality Lab Analyst 4 Certificate as issued by the American Water Works Association is desired.

PHYSICAL REQUIREMENTS

Intermittently, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 20 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Operations Supervisor

- 5 -

---

Supervisor Signature

---

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### PLANT OPERATOR 1 PLANT OPERATOR 2 PLANT OPERATOR 3

FLSA Status: Non-Exempt

#### DEFINITION

To perform a variety of skilled duties related to the continuous maintenance and operation of the water treatment plant.

#### Plant Operator 3:

Under the direction of the operation Manager plans, organizes and directs water treatment plant maintenance within the Operations department; and performs a variety of technical tasks relative to assigned area of responsibility. Functions as the Chief Plant Operator and fills in for the Operations Manager when assigned.

#### DISTINGUISHING CHARACTERISTICS

Plant Operator 1 - This is the entry level class in the Plant Operator series. Positions in this class typically has three years work experience and work under immediate supervision while learning job tasks. The Plant Operator 1 class is distinguished from the 2 level by the performance of less than the full range of duties assigned to the 2 level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned. Positions in this class are flexibly staffed.

Plant Operator 2 - This is the journey level class in the Plant Operator series and is distinguished from the 1 level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the 1 level.

Plant Operator 3 - This is the advanced journey level class in the Plant Operator series and is distinguished from the 1 level and 2 level by the assignment of the full range of duties. Employees at this level receive limited instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Employees at this level provide guidance and task distribution to Level 1 and Level 2 employees. Positions in this class are flexibly staffed and are normally filled by advancement from the 2 level.



### SUPERVISION RECEIVED AND EXERCISED

#### Plant Operator 1

Receives Immediate supervision from the Operations Manager; may receive technical and functional supervision from a Plant Operator 3.

#### Plant Operator 2

Receives general supervision from the Operations Manager; may exercise technical and functional supervision over Plant Operator 3.

#### Plant Operator 3

Receives supervision from the Operations Manager; exercises technical and functional supervision over Plant Operator 1 and Plant Operator 2.

### EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Operate SCADA (Supervisory Control and Data Acquisition) computer equipment to control and monitor flow of water treatment and processing of chemicals through the treatment plant and water distribution system; operate control systems manually, as needed; monitor gauges and meters and record meter readings; maintain shift log.

Observe variations in operating conditions; interpret computer, meter and gauge readings; check, standardize and calibrate instruments, analyzers and chemical feed pumps; start and stop electric driven pumps and motors to control and adjust flow and treatment processes.

Collect samples and perform routine laboratory tests and analysis; determine chemical and physical characteristics of raw, settled, filtered, and finished water.

Oversee sludge pond operation including monitoring of removal and transfer of sludge.

Receive delivery of materials, parts, and supplies; store in accordance with accepted safety standards and requirements.

Inspect mechanical equipment for proper working order and prepare/submit work orders for mechanical and/or electrical maintenance attention; perform routine maintenance work as necessary.



Participate in preparation of reports to various external regulatory agencies and District divisions and departments.

Maintain records and documentation.

Build and maintain positive working relationships with co-workers, other District employees, and the public using principles of good customer service.

Perform related duties as assigned.

Plant Operator III specialized job duties:

Recommend and assist in the implementation of goals and objectives; establish methods for water treatment plant maintenance activities; Follows policies and procedures.

Plan, prioritize, assign, direct and review the work of staff involved in water treatment plant maintenance activities.

Assists Operations Manager in activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Provides or coordinate staff training; work with employees to correct deficiencies under the direction of Operations Manager.

Review treatment plant operations and logs/reports to ensure compliance with regulatory requirements; take corrective action as necessary and prepare related reports.

Provide trouble shooting expertise relative to difficult mechanical, hydraulic, and chemical operation of the treatment plant and related facilities.

Develop and recommend operating protocols for additional/new plant equipment and processes.

Assist Operations Manager to ensure that regular and special reports are prepared and submitted to management to meet a variety of regulatory requirements.

Recommend to Operations Manager, purchase of and ensure safe storage of materials, supplies, and parts needed to perform treatment plant/maintenance operations.

Work closely with water quality laboratory staff relative to raw water and finished water samples; modify sampling and treatment plant testing procedures as needed.

MINIMUM QUALIFICATIONS

Plant Operator 1

Knowledge of:

Operating characteristics of a water treatment plant facility including SCADA automated control system, and use of pumps, gauges, and chemical feeds.

Principles, practices, and regulations related to operating a water treatment plant and related facilities.

Pertinent local, State, and Federal laws, rules and regulations.

Safety practices and procedures related to area of assignment.

Computer use in record keeping and reporting methods.

Arithmetic computations including calculation of percentages, decimals, and fractions.

Ability to:

Perform a variety of skilled duties related to the continuous operation of a water treatment plant.

On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem processes and equipment; identify and locate equipment; interpret work orders; remember equipment location; and explain jobs to others.

Perform routine laboratory tests and analysis; determine chemical and physical characteristics of raw, settled, filtered, and finished water.

Use a computer to maintain required records and documentation; respond to customer questions and complaints.

Use various hand and power tools to perform basic mechanical maintenance.

Operate light mechanical equipment such as skip loaders, backhoes and front end loaders, as needed.

Work assigned shift schedules; be available for call back.

Work outdoors in a variety of weather conditions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

Two years of responsible experience in a water utility performing maintenance and repair of mechanical equipment.

#### Training:

Equivalent to high school diploma/GED. Some information science college work is preferred.

### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Water Treatment Operator Grade 3 Certificate as issued by the State Water Resources Control Board.

Possession of a Distribution Operator Grade 3 Certificate as issued by the State Water Resources Control Board is desired.

### Plant Operator 2

In addition to the qualifications for the Plant Operator 1:

#### Knowledge of:

Principles, practices, and regulations related to operating a water treatment plant and related facilities in accordance with the scope of duties allowed by a Water Treatment Plant Operator Grade 3. Principles, practices, and regulations related to operating a water distributions system and related facilities in accordance with the scope of duties allowed by a Water Distribution Operator Grade 3.

Ability to:

Perform water treatment plant operations/activities as provided within the scope of a Water Treatment Plant Operator Grade 3.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of responsible journey experience performing duties similar to a Plant Operator 1 with the Palmdale Water District.

Training:

Equivalent to high school diploma/GED. Some information science college work is preferred.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

Possession of a Water Treatment Operator Grade 3 Certificate as issued by the State Water Resources Control Board and Possession of a Distribution Operator Grade 4 Certificate as issued by the State Water Resources Control Board is required or possession of a Water Treatment Operator Grade 4 Certificate as issued by the State Water Resources Control Board and Possession of a Distribution Operator Grade 3 Certificate as issued by the State Water Resources Control Board is required.

Plant Operator 3

In addition to the qualifications for the Plant Operator 2:

Knowledge of:

Principles, practices, and regulations related to operating and maintaining a water treatment plant and related facilities in accordance with the scope of duties allowed by a Water Treatment Plant Operator Grade 4.

Equipment, tools and materials used in water treatment operations and maintenance activities.

Current and emerging water issues and regulation.

Principles and practices of safety.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Assist Operations Manager to Organize, implement and direct water treatment plant and related maintenance operations/activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures; explain regulations, policies, and procedures.

Interpret and explain pertinent District and department policies and procedures.

Assist in the development and recommend policies and procedures related to assigned operations.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of responsible journey experience performing duties similar to a Plant Operator 2 with the Palmdale Water District.

Training:

Equivalent to high school diploma/GED. Some information science college work is preferred.

License and Certificate



Possession of, or ability to obtain, a valid California driver's license.

Possession of a Water Treatment Operator Grade 5 Certificate as issued by the State Water Resources Control Board and possession of a Distribution Operator Grade 4 Certificate as issued by the State Water Resources Control Board is required or Possession of a Water Treatment Operator Grade 4 Certificate as issued by the State Water Resources Control Board and possession of a Distribution Operator Grade 5 Certificate as issued by the State Water Resources Control Board

Possession of a Water Treatment Operator Grade 5 Certificate as issued by the State Water Resources Control Board is desired.

#### PHYSICAL REQUIREMENTS

Intermittently, walk stand, kneel, climb, twist and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; continuously write or use a keyboard to communicate; and lift or carry weight up to 50 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

LABORATORY ANALYST 1/2

FLSA Status: Non-Exempt

DEFINITION

To perform professional level duties related to a variety of chemical, biochemical, and bacteriological water testing and analysis activities.

DISTINGUISHING CHARACTERISTICS

Laboratory Analyst 1 – This is the entry level class in the Laboratory Analyst series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are expected to perform under close supervision of senior level employees and may exercise limited independence. Employees work under general supervision while learning job tasks.

Laboratory Analyst 2 – This is the journey level class within the Laboratory Analyst series and is distinguished from the 1 level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the 1 level.

SUPERVISION RECEIVED AND EXERCISED

Laboratory Analyst 1

Receives general supervision from the Operations Supervisor - Water Quality; may receive technical and functional supervision from a Laboratory Analyst 2.

Laboratory Analyst 2

Receives direction assigned by the Operations Supervisor - Water Quality; may exercise technical and functional supervision over a Laboratory Analyst 1.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Test, analyze, and collect water samples from various sources, including raw ground and surface water, residential tap water; and treatment plant process control product.

Assess chemical, biochemical, and bacteriological characteristics of samples to ensure compliance with State and Federal requirements.

Recognize problems that may occur in an analytical procedure; troubleshoot known procedures; identify possible problems affecting test results; recommend changes to

procedures, as appropriate.

Set up, calibrate, and operate a variety of laboratory equipment and instruments; perform routine servicing and preventive maintenance of laboratory equipment instruments.

Prepare standard chemical solutions, reagents, stains and bacteriological media.

Enter laboratory data into a computer system for further analysis and reporting purposes; maintain laboratory records and prepare required reports.

Assist in maintaining adequate laboratory supplies and inventory; order supplies as assigned.

Work with consultants or vendors as required.

Test, analyze and collect various granular activated carbon samples.

Respond to questions and complaints from the public regarding water quality.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

#### MINIMUM QUALIFICATIONS

##### Laboratory Analyst 1

###### Knowledge of:

Principles and practices of chemistry, bacteriology and the chemical sciences, including methods and techniques of laboratory testing and analysis.

Modern laboratory procedures and equipment, including computer uses and applications used in laboratory testing and analysis.

Sample collection/monitoring procedures and sample preservation methods related to water treatment processes.

Modern office procedures, methods and computer equipment including word processing, database and spreadsheet applications.

###### Ability to:

Perform professional level duties related to a variety of chemical, biochemical, and bacteriological water testing and analysis activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

Prepare reagents; assemble and operate testing apparatus and equipment.

Perform tests accurately and precisely and maintain associated records.

Learn pertinent local, State, and Federal codes, regulations, and laws.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

#### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

##### Experience:

Three years of water related experience in laboratory.

##### Training:

Equivalent to a bachelor's degree from an accredited college or university with major course work in chemistry, bacteriology, biology or a related field.

##### License and Certificate:

Possession of, or ability to obtain, a valid California Drivers' License.

Possession of a Water Treatment Operator Grade 2 Certificate as issued by the State Water Resources Control Board is required.

Possession of a Water Distribution Grade 2 certification as issued by the State Water Resources Control Board is required.

Possession of a Water Quality Lab Analyst 2 Certificate as issued by the American Water Works Association is required.

#### Laboratory Analyst 2

##### In addition to the qualifications for the Laboratory Analyst 1:

##### Knowledge of:

Principles and practices of quality assurance and quality control and their applications to a wide variety of testing and analytical procedures.

Pertinent local, State, and Federal codes, regulations, and laws.

##### Ability to:



Independently perform professional level duties related to a variety of chemical, biochemical, and bacteriological water testing and analysis activities.

Temporarily act as laboratory's Technical Manager in the absence of Operations Supervisor - Water Quality. The Technical Manager exercises actual day-to-day supervision of laboratory operations and data reporting.

#### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

##### Experience:

Five years of responsible journey experience performing duties similar to a Laboratory Analyst 1 with the Palmdale Water District.

##### Training:

Equivalent to a bachelor's degree from an accredited college or university with major course work in chemistry, bacteriology, biology or a related field.

##### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Water Quality Lab Analyst 3 Certificate as issued by the American Water Works Association is required.

Possession of a Water Treatment Operator Grade 3 Certificate as issued by the State Water Resources Control Board is required and Possession of a Water Distribution Operator Grade 2 Certificate as issued by the State Water Resources Control Board is required or Possession of a Water Treatment Operator Grade 2 Certificate as issued by the State Water Resources Control Board is required and Possession of a Water Distribution Operator Grade 3 Certificate as issued by the State Water Resources Control Board is required

#### PHYSICAL REQUIREMENTS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.



Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

LABORATORY TECHNICIAN

FLSA Status: Non-Exempt

DEFINITION

To perform professional level duties related to a variety of chemical, biochemical, and bacteriological water testing and analysis activities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Water Quality Supervisor; may receive technical and functional supervision from a Laboratory Analyst 1/2.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Test, analyze, and collect water samples from various sources, including raw ground and surface water, residential tap water; and treatment plant process control product.

Assess chemical, biochemical, and bacteriological characteristics of samples to ensure compliance with State and Federal requirements.

Recognize problems that may occur in an analytical procedure; trouble shoot known procedures; identify possible problems affecting test results; recommend changes to procedures, as appropriate.

Set up, calibrate, and operate a variety of laboratory equipment and instruments; perform routine

servicing and preventive maintenance of laboratory equipment instruments.

Prepare standard chemical solutions, reagents, stains and bacteriological media.

Enter laboratory data into a computer system for further analysis and reporting purposes; maintain laboratory records and prepare required reports.

Assist in maintaining adequate laboratory supplies and inventory; order supplies as assigned.

Work with consultants or vendors as required.

Test, analyze and collect various granular activated carbon samples.

Respond to questions and complaints from the public regarding water quality.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

#### MINIMUM QUALIFICATIONS

##### Knowledge of:

Principles and practices of chemistry, bacteriology and the chemical sciences, including methods and techniques of laboratory testing and analysis.

Modern laboratory procedures and equipment, including computer uses and applications used in laboratory testing and analysis.

Sample collection/monitoring procedures and sample preservation methods related to water treatment processes.

Modern office procedures, methods and computer equipment including word processing, database and spreadsheet applications.

##### Ability to:

Perform professional level duties related to a variety of chemical, biochemical, and bacteriological water testing and analysis activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently bend, squat, climb, kneel or twist while performing field sampling work; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight up to 25 pounds.

Prepare reagents; assemble and operate testing apparatus and equipment.

Perform tests accurately and precisely and maintain associated records.

Learn pertinent local, State, and Federal codes, regulations, and laws.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Entry level position.

Training:

High School Diploma/GED with two years laboratory experience or Associate's degree in chemistry, bacteriology, biology or related field.

License and Certificate:

Possession of, or ability to obtain, a valid California Drivers' License.

Possession of a Water Treatment Operator Grade 1 Certificate as issued by the State Water Resources Control Board is required.

Possession of a Water Distribution Grade 1 certification as issued by the State Water Resources Control Board is required.

Possession of a Water Quality Lab Analyst 1 Certificate as issued by the American Water Works Association is required.

PHYSICAL REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical

reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.