

CRESCENTA VALLEY WATER DISTRICT

2700 FOOTHILL BOULEVARD
LA CRESCENTA, CALIFORNIA

To be held on
August 30, 2023 at 5:00 PM

Agenda for the Meeting of the Employee Relations Committee
of the Crescenta Valley Water District

Posted August 29, 2023 at 5:00 PM

TELECONFERENCING NOTICE

This meeting will be conducted in person at the address listed above. Members of the public may also participate virtually by using a touchtone phone. You may select any of the following phone numbers (there are more than one for increased reliability during this time of increase phone traffic).

(669) 900-6833

(346) 248-7799

(929) 205-6099

(253) 215-8782

(301) 715-8592

(312) 626-6799

Then, enter Access Code: 861 3693 8796

Those members of the public who are able to and would like to additionally participate with a computer through videoconference may access the Zoom videoconferencing tool available at the following link:

<https://us02web.zoom.us/j/86136938796>

If there is a disruption of service, this meeting will continue without remote participation. The remote participation option is provided a convenience to the public and is not required.

Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by contacting the District by phone or in writing at customerservice@cvwd.com. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that District staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the District to provide the requested accommodation.

Call to Order

Adoption of Agenda

Public Comment:

At this time, members of the public shall have an opportunity to address the Committee on items of interest that are within the subject matter jurisdiction of this Committee. This opportunity is non-transferable, and speakers are limited to three (3) minutes each. Under the provisions of the Brown Act, the Board is prohibited from taking action on items not listed on the agenda, except under certain circumstances.

Action Item(s)

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

1. Discuss organizational chart vision and review proposed job descriptions and associated topics.

Committee Members' Request for Future Agenda Items

Adjournment



CRESCENTA VALLEY WATER DISTRICT CUSTOMER SERVICE & INSPECTION FIELD REPRESENTATIVE JOB DESCRIPTION

SUMMARY DESCRIPTION

The Customer Service & Inspection Field Representative reports to the Customer Service and Engineering Departments. This is a senior level position within the District's Customer Service Field Representative series. When sufficient experience, applicable certifications have been obtained, and an ability to work independently has been demonstrated, and incumbent may be eligible for promotion to this position.

This position serves as the liaison between customers and the Customer Service Department. Based on the modular workflow in Customer Service and associated field knowledge, the Customer Service & Inspection Field Representative also maintains the District's Backflow Prevention Program and serves as the primary support for the Senior Inspection and Design Specialist. This position will have the ability to work independently, show sound judgment, and uphold CVWD's values statement, promoting communication and collaboration across departments. The position may perform other field/office duties as assigned.

REPRESENTATIVE DUTIES

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

- Communicate with District customers in a professional manner to discuss and resolve problems and concerns regarding water and wastewater service;
- Work with the Customer Service Department on processing Work Orders including requests for turning on or off water service, checking for water leaks, water usage disputes, meter testing requests, water quality complaints, and other Work Order requests as assigned;
- Retrofit and/or replace meters as part of the meter replacement program, clean in and around meter boxes, perform routine maintenance on meters and associated devices, repair meter leaks and other related repairs, and replace meter boxes and lids;
- Install, test and calibrate new or replacement water meters and ensure they are registering properly when AMI system is up and functioning;
- Perform leak detection investigations and pressure and flow tests as requested on water services;
- Perform consumption investigations including computer downloads of data from the meter as requested on water services;
- Perform water quality investigations including sampling and analysis per CVWD's form; coordinate results;
- Perform physical and/or virtual fire hydrant flow tests as requested and assisted by the Engineering Department, accurately complete and maintain corresponding forms, provide information to customer and maintain fire hydrant flow testing database;
- Perform testing of water meters in the field and at CVWD's water meter testing bench to ensure water meters are meeting the manufacturer's range of meter accuracy. Provide information to the Customer Service Department and CVWD's customers on results;

- Meet and discuss situations in the field relative to a customer's concern with the appropriate Management and System Operations staff;
- Maintain the District's Backflow Prevention Program including backflow prevention device inspection and testing, conducting property surveys, corresponding orally and/or in writing with customers regarding backflow prevention requirements, and maintaining a computerized database history of all backflow devices in the District;
- Perform difficult or complex construction inspection assignments;
- Perform quality assurance inspection on consultant-inspected construction projects;
- Properly document important construction notes and photos on daily reports and accurately communicate with contractors both orally and in writing;
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;
- Regular attendance and adherence to prescribed work schedule to perform job responsibilities and operate a District vehicle on a daily basis in a safe and effective manner;
- Represent the District in a professional, positive manner when interacting with the public; and
- Duties and responsibilities carried out with considerable independence within the framework of CVWD's policies.

OTHER DUTIES

- Perform the duties and functions of the Meter Reader if necessary, due to absence or time constraints;
- Respond to Underground Service Alerts (USA) to locate CVWD's water and wastewater mains and service laterals as needed;
- Assist field crews in emergency situations when requested by Management;
- Assist with Stand-By duties, when requested by Management;
- Perform general maintenance at the District office and other duties as assigned;
- Assist in developing reports on problems related to completion of construction projects within time and cost requirements;
- Assist with answering customer service phone calls, assisting customers at the front counter, processing payments, processing customer turn-ons and turn-offs, and inputting data into the customer information system;
- Assist with ad-hoc analytical and other reports across departments;
- Prepares a variety of correspondence related to inspection functions; and
- Performs related duties as assigned.

QUALIFICATIONS

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

Knowledge of:

- The District's water distribution systems and wastewater collection systems;
- General knowledge of water meters, pipelines, water services, valves, fire hydrants, sewer mains, sewer laterals and sewer manholes;
- Principles and methods used in reading, testing, and calibrating water meters;

- Water quality fundamentals and disinfection processes;
- Geography of the District and the location of District facilities;
- Use computer systems and software packages such as Microsoft Office, Excel, Word and Outlook;
- Standard construction specifications, codes, and special standards; methods, materials and equipment used in pipeline construction, structural concrete, finishes and earthwork; and special hazards associated with construction;
- Mathematics as applied to engineering, topography, construction, and design of structures, hydrology, drainage, and irrigation systems; and
- Codes, ordinances, regulations, and specifications pertaining to the work.

Ability to:

- Maintain considerate and professional relationships when working with the public regarding the District's services and handling of complaints;
- Work independently and cooperatively while conducting a variety of activities;
- Keep organized records;
- Perform light manual labor;
- Make arithmetic calculations quickly and accurately;
- Inspect construction projects and Identify design problems, such as location, elevation and drainage, pipe alignment conflicts, right of way availability and others; develops and presents proposed resolutions;
- Read, interpret, and develop construction plans, specifications, and shop drawings;
- Check plans and drawings for conformance with District specifications and standards;
- Develop and maintain detailed records and information;
- Effectively represent the District in contacts with the public, other government agencies, contractors, developers, and professional engineering consultants;
- Establish and maintain effective working relationships with contractors, consultant, District and other agency personnel, keep complete and concise records;
- Use computer systems and software packages related to construction analysis, permit application, project management and specifications; and
- Work independently with minimum supervision.

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

- Experience: At least seven (7) years of increasingly responsible experience in water or wastewater construction, maintenance, inspection, field representation for a municipal government or water agency.
- Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years
- State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates: Possession of Water Distribution Certificate - D2 or higher.

- CalOSHA 30-hour Construction Safety Certification: Needs to be completed and obtained either at date of hire or within an acceptable period of time, not to exceed one (1) year from hire or appointment to the position.
- APWA Certification: Possession of an APWA Certified Public Infrastructure Inspector (CPII) certification, or ability to obtain within an acceptable period of time, not to exceed one (1) year from hire or appointment to the position.

Physical Demands and Working Environment:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Environment:
 - Exposure to the sun: 50% to 100% work time spent outside a building and exposed to the sun;
 - Work above floor level: Some work done on ladders or other surfaces from 4 to 12 feet above the ground;
 - High temp: Considerable work time in hard manual labor in temperatures between 80-100 degrees;
 - Humidity: Work in areas with unusually high humidity;
 - Wetness: More than 10% of the work time getting part or all of the body and/or clothing wet;
 - Noise: Occasionally there are unusually loud sounds;
 - Slippery surfaces: Occasional work on unusually slippery surfaces;
 - Oil: Some parts of the body come in contact with oil or grease occasionally;
 - Dust: Works in or around areas with minor amounts of dust; and
 - Irregular or extended work hours; ability to change working hours and to work overtime.
- Physical:
 - Operates District vehicles and equipment for water system construction and wastewater collection systems, maintenance, and repair work;
 - Must be able to carry, push, pull, reach, and lift equipment and parts weighing up to 50 pounds;
 - Stoops, kneels, crouches, crawls, and climbs during field maintenance and repair work;
 - Works in an environment with exposure to dust, dirt, and significant temperature changes between cold and heat;
 - Communicates orally with District staff in face-to-face, one-to-one settings;
 - Regularly uses a telephone for communication;
 - Regularly uses handheld and other reading and metering devices;
 - Uses office equipment such as computer terminals, copiers, and FAX machines; and
 - Stands and walks for extended time periods.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.
- Hearing: Hear in the normal audio range with or without correction.



CRESCENTA VALLEY WATER DISTRICT REGULATORY AND PUBLIC AFFAIRS SPECIALIST JOB DESCRIPTION

SUMMARY DESCRIPTION

Under general supervision of the Regulatory and Public Affairs Manager and Engineering Manager / Senior Engineer, the Regulatory and Public Affairs Specialist position is multi-disciplinary and creates synergies through a range of responsibilities comprised primarily of water quality management, regulatory compliance, water conservation, and general program management. The selected candidate will be deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgement in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to uphold CVWD's values statement, promote communication and collaboration across departments, and develop staff.

The Regulatory and Public Affairs Specialist shall also effectively represent the District in various settings as needed.

REPRESENTATIVE DUTIES

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

- Support the vision, long-term, and daily activities of the Regulatory & Public Affairs Manager;
- Support and work with the District's other departments;
- Assist with coordinating various departments to ensure water quality compliance, including but not limited to, scheduling sample collection, updating/complying with permit provisions and blending plans, performing statistical review and analysis of field data and laboratory results, and resolving water quality problems and emergencies;
- Assist with tracking regulatory and legislative and other regulatory proposals which could impact the District's operations;
- Assist with the District's water conservation efforts, including development and deployment of conservation programs, water-use audits, and field inspections;
- Provide customer service and guidance as it relates to water quality, public outreach, conservation, and regulatory compliance;
- Develop and maintain active relationships with regional, state, and federal regulatory agencies; and
- Carry duties out with considerable independence within the framework of CVWD's policies and values statement.

OTHER DUTIES AND FUNCTIONS

- Accurately assemble and interpret water quality, conservation and other data and regulations;
- Maintain and track all active permits, licenses, certificates, and other regulatory requirements;
- Assist in developing and deploying public outreach materials such as email alerts, notifications, shutdown forms, press releases, media, social media etc., including in coordination with any vendors;

- Assist with the development and implementation of internal and external database systems and other processes for water quality, public outreach, conservation, and general program management such as grant applications and development services;
- With the assistance of management, develop databases and processes that ensure efficacy, efficiency, and operational resiliency and implement across various departments;
- Coordinate events such as internal trainings, community events, educational events, etc.;
- Perform complex ad-hoc analyses and other assignments as directed by management; and
- Other related duties as assigned.

QUALIFICATIONS

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

Knowledge of:

- Water quality standards, including lab qualifications and sampling methods;
- Principles and practices of water conservation;
- Principles and practices of public outreach, engagement, and customer service;
- Principles and practices of risk management;
- Fundamental concepts of regulatory compliance;
- Database development and management;

Ability to:

- Be an effective team member and communicator who contributes constructively and cooperatively to solve project or team issues while working collaboratively on multi-disciplinary teams;
- Practice a high level of attention to detail in technical writing and project management skills, including technical document review, QA/QC experience, and compliance report writing;
- Monitor Environmental Agency Regulatory Compliance Rules & Regulations, including but not limited to, Certified Unified Program Agency (CUPA), Environmental Protection Agencies (EPA), State Water Resources Control Board (SWRCB), California Environmental Reporting System (CERS), etc.
- Maintain a library of environmental policies, procedures, case law, administrative practices, and local, state, and federal environmental laws, rules, and regulations
- Assist in building complex processes and implement effectively across various departments and functions;
- Develop and maintain good working relationships with other agencies and stakeholders;
- Understand and interpret water quality and production data and arrange remediation or advocate results and/or approaches with regulatory agencies as appropriate;
- Adjust workload changes to meet deadlines using best practices for organization, planning, and time management;
- Assist in negotiating effectively with agencies, consultants, contractors, the public, and other stakeholders on behalf of CVWD;
- Effect sound project management that holds vendors to agreed-upon contracts;
- Demonstrate flexibility in considering approaches to various issues;

- Handle complex or technical customer inquiries, including communication with the public regarding constructions projects, water quality issues, wastewater issues, and District events;
- Effectively lead and collaborate in a team environment and amongst multiple stakeholders;
- Make effective presentations;
- Use or learn a variety of software from basic applications to CRMs, water quality databases, and publishing tools, preferably with an aesthetic sense;
- Comply with, promote, and enforce CVWD's values statement.

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

- **Education:** Bachelor's degree in public policy, data science, chemistry, environmental/earth science, management science, communications, public administration, or related field. Desirable – Master's Degree in a closely related field.
- **Experience:** A minimum of three (3) years of experience in public administration, communications, environmental studies, data science, and/or policy research and/or development. Experience related to the water and/or wastewater industry is a plus.
- **Driver License:** Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.
- **State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates:** Possession of Water Distribution Certificate - D2 or higher and/or possession of a Water Treatment Certification - T2 or higher preferred.

Physical Demands and Working Environment:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

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

The District is an Equal Opportunity Employer.



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CRESCENTA VALLEY WATER DISTRICT SENIOR MANAGEMENT ANALYST JOB DESCRIPTION

SUMMARY DESCRIPTION

Under direction of the Finance and Administration Manager, the Senior Management Analyst performs a wide variety of administrative, analytical, and other functions in support of Crescenta Valley Water District's mission and vision. This position will require performance of a wide range of duties with a significant degree of independence and sound judgment. Examples of duties include: financial and statistical analyses and reporting, project management, creating and maintaining standard operating procedures, customer service, public outreach, legislative analysis, preparation of journal entries, monthly reconciliations, payroll, development of budgets and monitoring of expenses, data analysis and database management, administration of benefits, and program management for training, wellness programs, and other programs as they relate to human resources offerings. The selected candidate will be deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgement in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to uphold CVWD's values statement, promote communication and collaboration across departments, and develop staff. The Senior Management Analyst is expected to communicate clearly both written and verbally, make recommendations, and produce effective and engaging presentations.

REPRESENTATIVE DUTIES

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

- Support the vision, long-term, and daily activities of the Finance & Administration Manager;
- Responsibly and accurately completes general accounting duties in areas such as payroll, miscellaneous accounts receivable, fixed assets, bank reconciliations, journal entries and maintenance of general ledger accounts; and financial reporting in accordance with current Governmental Accounting Standards Board (GASB) guidelines; accuracy of all tax, payroll and benefits and OPEB reporting calculations and submittal of payments in compliance with established deadlines; and adherence to established internal controls practices and procedures;
- Reconciles utility billing cash receipts to bank deposits and reports any discrepancies including NSF's and bank errors in a timely manner.
- Creates standard operating procedures for finance-related activities including but not limited to payroll, cash management, reconciliation, accounts payable and purchase orders.
- Creates financial models and provides financial information and accounting support to others in connection with purchasing, rates and charges, tax law changes and compliance, payroll and benefits changes and compliance, and other financial information and analysis for District issues as required;
- Receives, processes, and responds to customer service requests in person, by phone, and virtually, resolving a variety of issues related to accurate meter readings, high consumption, delinquent accounts, turn-ons/offers, improper billings etc.;
- Receives and processes customer billing payments;
- Responsible for the timely and accurate fulfillment of regulatory reporting requirements with the Finance and Administration Department;

- Makes recommendations with development and implementation of information and other materials for public outreach through print, social media, in-person presentations, and other outreach platforms;
- Takes significant responsibility for the annual budgeting process, including budget forecasting, coordinating budget workshops, creating budget presentations and improving processes as needed;
- Coordinates the completion of yearly audit requests and reporting;
- Assists with rate studies and associated projects;
- Analyzes and provides required data related to bond issuances;
- Makes recommendations and manages implementation of financial and customer information software systems to improve business processes
- Prepares and submits a variety of semi-monthly, monthly, quarterly, semi-annual, and annual reports to reporting and regulatory agencies;
- Provides analysis and administrative support under the direction of the Finance & Administration Manager and Director of Finance & Administration – e.g., linear optimization modeling, water/wastewater rate study analyses, debt issuance analysis, development and deployment of training programs for compliance, certification, and professional development etc.; and
- Responsible for employment recruitment campaigns including job flyers, prescreening, interviews and onboarding.
- Performs related duties as required.

QUALIFICATIONS

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

Ability to:

- Be an effective team member and communicator who contributes constructively and cooperatively to solve project or team issues while working collaboratively on multi-disciplinary teams;
- Analyze problems, identify alternative solutions, anticipate consequences of proposed actions, and implement recommendations in support of goals;
- Develop business cases using various methods such as net present value, payback period, breakeven analysis, etc.;
- Prepare and administer large and complex budgets at the departmental level;
- Work cooperatively with other departments and the Board, including attendance at Board and other meetings;
- Exercise good judgment and maintain confidentiality in maintaining critical, sensitive, and confidential information, records, and reports;
- Communicate clearly and concisely, both orally and in writing; and
- Prepare clear and concise financial reports.

Knowledge of:

- Applicable management science principles.

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

- **Education:** Bachelor's degree in accounting, finance, economics, public administration or related field. Desirable – Master's Degree in a closely related field.
- **Experience:** A minimum of three (3) years of experience in public administration, finance, accounting, data science or related field.
- **Driver License:** Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.

Physical Demands and Working Environment:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

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

Classification:

Exempt

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