



CRESCENTA VALLEY WATER DISTRICT

WATER RESOURCES & EXTERNAL AFFAIRS SPECIALIST

JOB DESCRIPTION

SUMMARY DESCRIPTION

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

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

REPRESENTATIVE DUTIES

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

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

OTHER DUTIES AND FUNCTIONS

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

QUALIFICATIONS

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

Knowledge of:

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

Ability to:

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

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

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

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

Physical Demands and Working Environment:

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

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

The District is an Equal Opportunity Employer.