

**RANCHO CALIFORNIA WATER DISTRICT  
POSITION DESCRIPTION**

**DATE:** July 1, 2020

**POSITION TITLE:** **ENGINEERING SERVICES REPRESENTATIVE I/II**

**GRADE LEVEL:** E9 / E17

**SUPERVISOR TITLE:** Engineering Services Supervisor

**FLSA Status:**  Exempt  Non-Exempt

**BARGAINING UNIT:**  RCWDEA  RCWD MPCEA

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**DEFINITION**

Under immediate, progressing to general supervision, this position performs a variety of engineering and customer service and clerical duties.

**CLASS CHARACTERISTICS**


***Engineering Services Representative I***

This is the entry-level position in the Engineering Services Representative class series. Positions assigned to this level perform limited or routine engineering/customer service duties under close supervision. Because employees in classifications at this level may be in a training capacity, such position does not require significant previous work experience in the applicable field. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

***Engineering Services Representative II***

This is the journey level position in the Engineering Services Representative class series. Positions assigned to this level perform a full range of engineering/customer service duties under general supervision. Because employees in classifications at this level are expected to be fully trained and competent, such position typically requires significant previous work experience in the appropriate field. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

**EXAMPLE OF DUTIES** (Duties may include, but are not limited to, the following):

-  Answer customer inquiries on new water and sewer service installations, plan check and inspection submittals, water allocations, fire hydrant construction

meters, assessments, tax bills, and other general water, and sewer service information

- ✎ Perform and coordinate Engineering Department records management
- ✎ Prepare and process applications for water and sewer service connections, plan check and inspection submittals, fire hydrant installations, fire hydrant construction meters, assessment fees, and miscellaneous applications as needed Quote fees and deposits from Customer Guide Rates and Charges to include water and sewer service connections, fire hydrant construction meters, plan check and inspection submittals, assessment fees, mapping, and miscellaneous customer charges
- ✎ Research service requirements to include policy for water and sewer service, assessments, easements, and for the qualification of Agricultural Certifications
- ✎ Prepare written correspondence and notices to customers
- ✎ Conduct the District's notary public requirements
- ✎ Coordinate with various departments for the scheduling of work to be completed and process requests for field verification of meter locations, agricultural verification, landscape area, and illegal connections
- ✎ Prepare calculations of parcel sizes for service requirements to include, but not limited to: water pressure, budget-based tiered rate variances, and fee determination
- ✎ Research ownership of properties through county records
- ✎ Log, track and record various legal documents through County Recorder
- ✎ Understand/read parcel maps, subdivision plans, and facility construction drawings
- ✎ May provide general support to the Contracts Administrator
- ✎ Perform related duties as assigned

## **QUALIFICATIONS**







### ***Engineering Services Representative I***

#### **Knowledge of:**

- ✎ Basic customer service principles
- ✎ District fees, rules and regulations
- ✎ Basic math principles
- ✎ Proper English, grammar and punctuation
- ✎ Standard office procedures
- ✎ Proper work safety standards

#### **Ability to:**

- ✎ Type 40 WPM
- ✎ Utilize a computer for word processing, email, spreadsheets, light-spatial software tools (e.g., ESRI Arc-Map), and other job-related uses
- ✎ Establish and maintain effective internal and external working relationships
- ✎ Follow and apply written and verbal work instructions

-  Communicate effectively verbally and in writing
-  Operate two-way radio
-  Comply with the District's Safety, Health and Environmental policies
-  Interpret and explain District fees, policy and procedures
-  Organize work, set priorities, and exercise sound independent judgment within established guidelines
-  Read water/sewer facility construction and design drawings

### **SELECTION GUIDELINES**

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

**Experience:** Three (3) to six (6) months of customer service/clerical experience preferably with a public utility.

**Training:** Equivalent to the completion of the 12<sup>th</sup> grade.


#### **Licenses and Certificates:**

-  California Class C Driver's License
-  Notary Public Certificate



*In addition to the qualifications for **Engineering Services Representative I:***

#### **Engineering Services Representative II**

#### **Knowledge of:**

-  District policy and procedures

#### **Ability to:**

-  Perform mathematic formulas accurately
-  Write clear, concise correspondence

### **SELECTION GUIDELINES**

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

**Experience:** Two (2) or more years of customer service experience with a public utility or a minimum of two (2) years experience as an Engineering Services Representative I.










**Training:** Equivalent to the completion of the 12<sup>th</sup> grade.

**Licenses and Certificates:**

-  California Class C, Driver's License
-  Notary Public Certificate

**PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

The essential functions of this position will require the employee to perform the following physical activities:

-  Communicates orally with District management, co-workers and the public in face-to-face, one-to-one and group settings
-  Regularly uses a telephone for communication
-  Uses office equipment such as a computer, copier and fax machines
-  Sits for extended time periods
-  Hearing and vision within normal ranges
-  Carry, push, reach and lift up to 20 lbs. routinely
-  Reach at above shoulder heights (5%), at shoulder height (5%), below shoulder height (90%)
-  Occasionally stoop, kneel or crouch
-  Sufficient manual dexterity to operate equipment

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date