

**RANCHO CALIFORNIA WATER DISTRICT  
POSITION DESCRIPTION**

**DATE:** January 5, 2023

**POSITION TITLE:** **UTILITY ANALYST**

**GRADE LEVEL:** E35

**SUPERVISOR TITLE:** Varies, depending on department assignment

**FLSA Status:** [ ] Exempt [X] Non-Exempt

**BARGAINING UNIT:** [X] RCWDEA [ ] RCWD MPCEA

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**DEFINITION**

Under general direction, performs a wide variety of complex functions including specialized advanced-level analytical modeling, data analysis, report creating, and administrative duties in support of District departments.

**CLASS CHARACTERISTICS**

Positions assigned to this level independently perform highly technical and specialized administrative duties. 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):

-  Analyzes department's activities, identifies trends and analyzes service standards and best practices; presents findings and collaborates with management and staff to identify and implement strategies that address tactical and strategic goals
-  Prepares comprehensive technical, administrative and statistical reports that summarizes and interprets data, identifies alternatives, and provide documentation that supports conclusions, forecasts, and recommendations
-  Prepares special and/or recurring reports, special studies; develops recommendations to improve department operations; coordinates work with various divisions and other users when making system modifications
-  Performs special projects requiring independent research and analysis for the preparation and presentation of reports for District staff, other local and State agencies

- ✎ Provides assistance to management, may include, investigating and preparing recommendations related to operational and business systems relative to area of expertise, and administrative issues
- ✎ Participates in the development and implementation of new processes for an automated system to process data.
- ✎ Assists with strategic and/or short-range planning; designing, coordinating and implementing projects, services, and programs as assigned
- ✎ Ensures identified issues are tracked and reported in a timely manner
- ✎ Documents workflow and recommends changes that will positively impact departmental effectiveness
- ✎ Collaborates with District staff to maximize opportunities and effectively use information and technology to improve service and/or processes
- ✎ Develops effective analysis and reporting tools
- ✎ Recommends changes to operational policies and procedures including implementing to ensure compliance as needed
- ✎ Assists in monitoring appropriations and expenditures for equipment, materials, and staffing
- ✎ Performs related duties as assigned

**In addition to the above duties, when assigned to Administration:**

- ✎ Performs a variety of billing services including customer service and account maintenance, serves as a project lead for projects as assigned and performs special projects requiring independent research, analysis and reporting
- ✎ Performs system administration, workflow design and development, and application development using the District's Enterprise Content Management System
- ✎ Researches, develops, plans and coordinates activities of utility billing programs; serves as a primary liaison for internal customers and the Utility Billing System
- ✎ Assists with development of written customer or staff informational materials and presentations; serves as management liaison to various boards, committees, and citizen advisory groups, as assigned; prepares agenda items and staff reports
- ✎ Tracks and analyzes customer billing and usage trends and makes recommendations that positively impact the District; participates in the calculation and analysis of the District's rates and charges
- ✎ Assists in data gathering, monitoring and analysis for District's Revenue Protection Program
- ✎ Leads the administration, project management, application development and workflow development and design within the District's Enterprise Content Management system

**In addition to the above duties, when assigned to Operations:**

- ✎ Provides technical support to the advanced metering infrastructure (AMI) program and operates all related software and equipment; analyzes AMI data, validating data and searching for anomalies, usages, non/negative reporting, communication failures, recurring errors, and constant water consumption; updates data for meter installations; researches and assembles information from a variety of sources
- ✎ Performs functions related to the maintenance, integration, and support of AMI program and connectivity applications, to enhance the efficiency and effectiveness of District operations and customer service delivery
- ✎ Maintains knowledge of current trends and developments in utility metering technology and software applications
- ✎ Serves as the initial escalation point, resolves technical problems with various software applications utilized with AMI data collection; submits AMI usage reports related to water use patterns, data anomalies, usage overages, malfunctions, validations, and collections; submits AMI information to various departments
- ✎ Analyzes and tracks leak reports, stuck meter reports, and completed customer service tickets
- ✎ Manages and reviews reports from various applications such as Cayenta, Itron, BIT, CARB, Cars, and SCAQMD

**QUALIFICATIONS**

**Knowledge of:**

- ✎ Data collection, research methods, analysis, and interpretation
- ✎ Program development and administration
- ✎ Enterprise software systems and standard software packages such as Word, Excel, and PowerPoint
- ✎ Budget and financial analysis
- ✎ Business process reviews
- ✎ Cost/benefit analysis
- ✎ District and department practices, policies, and procedures
- ✎ Structured Query Language
- ✎ Applicable laws, codes, and regulations
- ✎ Proper work safety standards

**Ability to:**

- ✎ Process analyses and reach sound, logical conclusions regarding customer needs and business requirements

- ✎ Prepare clear and concise, and accurate documentation on work summaries, project management reports, and other varied written materials
- ✎ reports, correspondence, policies, procedures, and other written materials
- ✎ Research, compile, and interpret data and information
- ✎ Conduct expert level data and financial analysis utilizing Microsoft Excel
- ✎ Communicate effectively both verbally and in writing
- ✎ Exercise initiative and creativity in performing assigned duties
- ✎ Work independently, exercise good judgment, and demonstrate initiative
- ✎ Effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks
- ✎ Set priorities, organize work and the work of others to meet established deadlines and complete project responsibilities efficiently and effectively
- ✎ Balance responsibilities for multiple projects to ensure timely results in accordance with District quality standards
- ✎ Troubleshoot and diagnose systems problems and/or recommend solutions for short- and long-term resolution
- ✎ Evaluate alternatives and make sound independent decisions within established guidelines
- ✎ Demonstrate initiative and resourcefulness
- ✎ Comply and enforce the District's Safety, Health, and Environmental standards
- ✎ Establish and maintain cooperative working relationships with all levels of employees and customers
- ✎ Gain cooperation through discussion and persuasion

### **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) years of progressively responsible experience in the capacity of a utility or data analyst or equivalent job classification performing analyst functions

### **Training required when assigned to Administration:**

Equivalent to the completion of a bachelor's degree from an accredited college or university with major coursework in mathematics, finance, statistics, economics, computer science or related field.

**Licenses and Certificates required when assigned to Administration:**

- ✎ Valid California driver's license, required

**Training required when assigned to Operations:**

Equivalent to completion of the 12th grade, supplemented by specialized training in water distribution and/or fleet maintenance. Advanced education in data management with IT technical skills is highly desirable. Specialized training in the maintenance of District equipment is preferred.

**Licenses and Certificates when assigned to Operations:**

- ✎ A valid California driver's license required
- ✎ Grade D1 Water Distribution Certificate – SWRCB, desirable

**PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

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

- ✎ Frequently use office equipment such as a computer, copier, and Smart Phone
- ✎ Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs.
- ✎ Extended standing, walking, sitting, reaching, stooping, and bending.
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Ability to speak and hear both in person, by telephone, and by radio
- ✎ Vision within normal ranges with or without correction.
- ✎ Regular attendance
- ✎ Work in a temperature-controlled office environment with moderate noise.
- ✎ Occasional travel by automobile while conducting District business

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Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date