

## San Benito County Water District

Classification Unit:	<b>Management/Confidential/Professional</b>
Salary Range:	<b>M24</b>
Last Revision:	<b>July 2000</b>

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### **WATER OFFICE SUPERVISOR**

*Class specification is intended to present a descriptive list of the range of duties performed by employees in this class. Specification is not intended to reflect all duties performed within the job.*

#### **Definition**

Under the supervision of the District Manager, and in accordance with the Reclamation Reform Act and all amendments thereto, performs work related to acreage limitations, land registration and all other requirements of the Act, performs duties related to water allocation, ordering, delivery and record keeping activities, including water user accounts and relations.

#### **Distinguishing Characteristics**

Water Programmer III is the skilled level classification in this series. Individuals in this class perform difficult duties, including responding to water user inquires and complaints in a satisfactory manner. Individuals exercise judgment in determining appropriate actions to take in dealing with water users and others following established policies and procedures.

#### **Examples of Duties**

- ❖ Advises landowners and water users of the requirements of the Reclamation Reform Act with regard to acreage limitations and land certifications.
- ❖ Process and maintain current water user and landowner land registrations, acreage limitation reports and summaries.
- ❖ Advises water users of policies, rules, procedures, and legal requirements relating to the delivery of water.
- ❖ Responds to and resolves water users' complaints or inquires.
- ❖ Receives, processes, and approves water orders with applications to determine eligibility, and assembles data for use in preparation of monthly water bills.
- ❖ Prepares various reports and records pertaining to water deliveries.
- ❖ Communicates information to, and receives information from, District personnel, water users, landowners, and various outside agencies.
- ❖ Provides supervision, training and work evaluation for subordinate water programmers.
- ❖ Provides Notary Services.

## **San Benito County Water District**

### **Typical Physical Activities**

- ❖ Communicates orally with District management, co-workers, and the public in face-to-face, one-on-one, and group settings.
- ❖ Regularly uses a telephone for communications.
- ❖ Use office equipment such as computer terminals, copiers, and FAX machines.
- ❖ Sits for extended time periods.
- ❖ Hearing and vision within normal ranges.

### **Employment Standards**

#### **Knowledge of:**

- ❖ Modern office practices, procedures, and equipment.
- ❖ Water district operations and billing procedures.
- ❖ Reclamation Reform Act (RRA)

#### **Ability to:**

- ❖ Learn to operate a computer for Database and Lotus 123.
- ❖ Learn quickly the policies and procedures related to the work.
- ❖ Listen, interpret, and handle water user inquiries.
- ❖ Perform basic clerical work.
- ❖ Develop and maintain effective working relationships with water users, landowners, and representatives of other agencies and groups.
- ❖ Establish and maintain cooperative working relationships.

### **Desirable Education and Experience**

Any combination of education and experience that has led to the acquisition of the knowledge, skills, and abilities as indicated below. Typical ways of acquiring the knowledge, skills, and abilities are:

- ❖ Two (2) years of experience as a Water Programmer II with the District.
- ❖ Three (3) years of experience in general office or record keeping work.

### **Special Requirements**

- ❖ Possession of a valid California Driver's License, Class C, as issued by the State of California Department of Motor Vehicles; and a driving record acceptable to the District's auto insurance provider.
- ❖ Obtain and maintain defensive drivers training certification (training provided by the District)
- ❖ Obtain and maintain CPR and First Aid training certification (training provided by the District)