

San Benito County Water District

Classification Unit:	Field and Office
Salary Range:	I-34, II-44
Last Revision:	May 1999

WATER PROGRAMMER I/II

These specifications are intended to present a descriptive list of the range of duties performed by employees in this position. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under the supervision of the Water Programmer III, performs duties related to all aspects of groundwater pumping and wells within the District, performs related work as assigned and provides office support duties.

ESSENTIAL FUNCTION STATEMENTS

- ❖ Advises owners and operators of all water producing facilities (wells) located within the District of the registration procedures, reports and legal requirements and penalties related to the use of the facilities.
- ❖ Assists the public in person and on the telephone in completing and filing groundwater production statements and explains rates, calculations, policies, and laws.
- ❖ Coordinates with Groundwater Technician and Accountant all changes in status of water producing facilities and maintains neat and accurate records relating to same.
- ❖ Uses an on-line computer terminal or a personal computer to enter, edit, and retrieve data and to generate reports.
- ❖ Prepares and types correspondence, reports, and other documents.
- ❖ Provides various office support duties.

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:

- ❖ Principles, methods, and techniques of compiling and analyzing water use and groundwater production data.
- ❖ Methods and quantity of water used for various agricultural and industrial purposes.

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- ❖ Customer service relations.
- ❖ Office administrative practices and procedures, including record management and the operation of standard office equipment, including on-line and personal computer systems.
- ❖ Business mathematics, including percentages, decimals, and algebra.
- ❖ Business letter writing and correct English usage.

Skill in:

- ❖ Compiling, calculating, reconciling, and analyzing data.
- ❖ Reading and interpreting maps, charts, and graphs.
- ❖ Dealing tactfully with the public in potentially hostile situations in a customer service environment.
- ❖ Reading, interpreting and applying rules, policies, and procedures.
- ❖ Operating standard office equipment.
- ❖ Maintaining accurate detailed records.
- ❖ Preparing clear, concise, and accurate periodic and special reports.

Ability to:

- ❖ Learn quickly the policies and procedures related to the work.
- ❖ Use initiative and sound independent judgment within established guidelines.
- ❖ Organize work, set priorities, meet critical deadlines, and follow-up assignments with minimum of direction.
- ❖ Develop and maintain effective working relationships with water users, landowners, and representatives of other agencies and groups.

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:

- ❖ Five (5) years of experience in general office or record keeping work. Prior experience in dealing with the public in service related work highly desirable.

SPECIAL REQUIREMENTS

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