



City of Tempe

WATER PROGRAMS SPECIALIST

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	246	<i>Department:</i>	Municipal Utilities
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Water Conservation Specialist
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives general supervision from higher level professional or management staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	<p><u>When assigned to Environmental Services:</u></p> <p>Two (2) years of experience in water, wastewater or environmental programs. One (1) year monitoring the work of contractors is preferred</p> <p><u>When assign to Water Resources - Landscape Maintenance:</u></p> <p>Two (2) years of experience in landscape maintenance and irrigation scheduling. One (1) year of lead responsibility or monitoring the work of contractors is preferred.</p> <p><u>When assigned to Water Resources - Residential or Non-Residential Conservation:</u></p> <p>Two (2) years of experience in water conservation programs, water or energy efficiency consultations or educational outreach. One (1) year of lead responsibility in the area of assignment is preferred.</p>
<i>Education:</i>	Equivalent to a bachelor’s degree in environmental sciences, natural resource management, public administration, sustainability or a field related to the core functions of this position.
<i>License / Certification:</i>	Possession of a valid driver’s license.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

Actively support and uphold the City's stated mission and values. Perform a wide variety of duties involving water resources, water conservation or environmental services programs and associated reporting requirements.

When assigned to Environmental Services:

Duties include day-to-day administration of the Tempe Grease Cooperative (TGC), providing assistance with related programmatic tracking, reporting and database support. Routinely communicate with customers and vendors and provide support for inspection and compliance efforts.

When assigned to Water Resources:

Responsibilities include providing assistance with preparation of water accounting summary reports, tracking of various types of water use and program participation to ensure compliance with Arizona Department of Water Resources (ADWR) requirements and demand/supply forecasting efforts. Participate in design and maintenance of databases to capture data necessary for water conservation program evaluation and reporting requirements. Administer components of the Non-Per Capita Conservation Program and coordinate water conservation activities and enforcement of ordinances. Administer landscape maintenance contracts for all Municipal Utilities Department (MUD) properties, including the Women's Club Xeriscape Demonstration Garden.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

When assigned to Environmental Services:

- Provide technical expertise and assistance in the development, monitoring and implementation of environmental programs.
- Maintain the TGC service calendar in collaboration with members, vendors and inspectors; review TGC service reports for completeness and compliance; review vendor monthly invoices and identify and resolve discrepancies.
- Assist TGC customers and vendors with program registration, scheduling, compliance, payments and reimbursements.
- Assist with maintenance and updating of environmental web content; assist with design and production of environmental outreach collateral; provide content for digital, social and print outreach;
- Track, maintain and report data using a variety of databases for program evaluation, reporting and regulatory compliance purposes, including the annual Pretreatment Report and the annual Stormwater Report.
- Promote participation in the TGC; work in collaboration with other city sections and organizations that primarily serve Food Service Establishments.

- Develop guidelines, standard operating procedures (SOPs) and requirements for various Fats, Oils and Grease (FOG) programs; lead implementation efforts; track efforts and results, generate reports as needed.
- Generate and distribute invoices for TGC members using applicable management software, track payment and monitor records;
- Generate notices regarding delinquencies.
- Respond to requests or complaints related to residential and commercial FOG programs and supporting City of Tempe Code; document follow-up activities and produce reports as needed.
- Assist with research and surveying of residents to increase targeted outreach; develop and implement educational programs and materials; coordinate residential outreach events; evaluate FOG program tools and resources.
- Coordinate and schedule TGC services and inspections
- Continuously improve processes, techniques and recommendations provided to commercial and residential customers; ensure proper tracking of all efforts.
- Maintain compliance database system; enter information and upload documents. Retrieve, compile and organize data from a variety of sources; synchronize and reconcile between databases.
- Represent the Department and City and participate in regional and intergovernmental programs and committees related to FOG, pretreatment or other environmental issues.
- Schedule and market FOG workshops; assist with developing and presenting in-house content.
- Coordinate and schedule social media presence in collaboration with the Department and City Manager's Communication Office, including collecting content from partners and other staff members related to environmental; create graphics following the City of Tempe's official style guide and branding.
- Collect, consolidate and interpret TGC and other FOG data from multiple sources to support program efforts.
- Support plan review process.
- Support other inspection or environmental programs as needed.
- Perform related duties as assigned.

When assigned to Water Resources - Landscape Maintenance:

- Provide technical expertise and assistance in the development, monitoring and implementation of the residential water conservation programs.
- Provide water consultations and audits to include leak detection, quantification of landscape water usage and station flow rates and irrigation controller scheduling.
- Assist water customers with registering, accessing, customizing and understanding micro and macro-water usage information on the WaterSmart Customer Portal.
- Assign, review and functionally supervise the work of staff or contractors involved in a variety of maintenance activities related to landscaping and sprinkler systems on all MUD properties.
- Develop guidelines and requirements for landscaping projects; prepare specifications for landscape maintenance contracts; inspect the work of landscape maintenance contractors; ensure proper compliance with contract conditions.

- Identify areas needing repair and maintenance and take corrective action; review maintenance work and ensure adherence to proper procedures and policies.
- Maintain records of work performed, materials used and associated work; prepare inspection reports, maintain records of all MUD properties maintained under contract work, review all invoices for accuracy and process for payment.
- Monitor the application of chemicals on trees, shrubs, grass and flowers to control weeds, insects and plant diseases.
- Determine equipment and supply needs; communicate needs to supervisor for approval and purchase.
- Review and approve new sprinkler system construction plans; establish sprinkler operating schedules according to watering needs, maintain sprinkler systems and monitor and adjust as required.
- Monitor the City's Xeriscape gardens; organize and schedule Xeriscape and irrigation system maintenance classes; assist with the public viewing of the Xeriscape Demonstration Garden.
- Process requests and authorize payments for residential water conservation rebate programs using the WaterWays rebate management software.
- Assist with maintenance and updating of conservation web content; assist with design and production of water conservation outreach collateral; provide content for digital, social and print outreach;
- Assist in the administration and implementation of education requirements and Best Management Practices (BMPs) associated with the ADWR Non-Per Capita Conservation Program.
- Perform related duties as assigned.

When assigned to Water Resources - Nonresidential Conservation:

- Provide technical expertise and assistance in the development, monitoring and implementation of the non-residential water conservation programs.
- Provide water consultations and audits to include leak detection, quantification of landscape water usage and station flow rates and irrigation controller scheduling.
- Assist water customers with registering, accessing, customizing and understanding micro and macro-water usage information on the WaterSmart Customer Portal.
- Process requests and authorize payments for nonresidential water conservation rebate programs using the WaterWays rebate management software.
- Promote participation in nonresidential water conservation programs to commercial, industrial and institutional/educational customers; work in collaboration with other city sections and organizations that primarily serve nonresidential customers.
- Collect, consolidate and interpret water consumption data from multiple accounts and facility characteristics in preparation for on-site commercial water audits.
- Provide technical support and assistance to nonresidential customers related to water conservation and efficiency.
- Respond to complaints concerning water wasting on nonresidential properties; assist with resolution of water waste complaints on residential properties as needed.

- Generate water budget reports for landscape meters accounts; measure land cover and create reports for new customers with landscape meters; coordinate communications for landscape meters that have overlap with residential customers.
- Represent the Department and City and participate in regional and intergovernmental programs and committees on various conservation issues, including AMWUA's Commercial Programs Workgroup and the SHADE Committee.
- Assist with and promote Smartscape landscape contractor seminars.
- Compile information for various regulatory permits.
- Attend site plan reviews and provide conservation technical expertise, as well as bring potential issues back to coordinator for consideration.
- Assist in the administration and implementation of education requirements and Best Management Practices (BMPs) associated with the ADWR Non-Per Capita Conservation Program.
- Perform related duties as assigned.

When assigned to Water Resources - Residential Conservation:

- Provide technical expertise and assistance in the development, monitoring and implementation of the residential water conservation programs.
- Provide water consultations and audits to include leak detection, quantification of landscape water usage and station flow rates and irrigation controller scheduling.
- Assist water customers with registering, accessing, customizing and understanding micro and macro-water usage information on the WaterSmart Customer Portal.
- Process requests and authorize payments for residential water conservation rebate programs using the WaterWays rebate management software.
- Respond to water waste requests related to residential properties following the requirements set in the Water Waste Ordinance; receive requests for inspections and document follow-up activities using the Tempe 311 ACCELA software; assist with nonresidential properties as needed.
- Promote Tempe residents participation in water conservation's educational and incentive programs.
- Assist with research and surveying of residents to increase targeted outreach, evaluate conservation program tools, resources and incentives.
- Coordinate and schedule residential water consultations; continuously improve processes, techniques and recommendations provided to residents based on irrigation, horticulture and end-use science; collect and track customer satisfaction with consultations; and monitor water consumption changes; ensure proper tracking of consult findings and recommendations.
- Represent the Department and City and participate in regional and intergovernmental programs and committees on various conservation issues, including Water – Use It Wisely and AMWUA's Conservation and Efficiency Advisory Group.
- Monitor and respond to conservation-related inquiries; redirect inquiries related to other departments or sections to the appropriate staff; distribute conservation literature upon request.

- Assist in the administration and implementation of education requirements and Best Management Practices (BMPs) associated with the ADWR Non-Per Capita Conservation Program.
- Assist in the development and implementation of educational programs for school-age children regarding water conservation.
- Schedule and market water conservation-related workshops; assist with developing and presenting in-house content.
- Coordinate and schedule social media presence in collaboration with the Department and City Manager's Communication Office, including collecting content from partners and other staff members related to water conservation; create Canva graphics following the City of Tempe's official style guide and branding.
- Assist with maintenance and updating of conservation web content; assist with design and production of water conservation outreach collateral; provide content for digital, social and print outreach;
- Track, maintain and report data using a variety of databases for program evaluation, reporting and regulatory compliance purposes, including the ADWR Non-Per Capita Conservation Program Annual Report.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Lift heavy objects;
- Operate city vehicles;
- Use power tools (drills, landscape tools, chain saws, etc.);
- Use tools (wrenches, shovels, saws, wheel barrels, hand pruners, picks, sprayers etc.);
- Climb stairways, ladders and work on elevated structures;
- Traverse uneven surfaces;
- Traverse long distances during workday with or without an accommodation;
- Other physical labor essential to the classification;
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines;
- Extensive reading and close vision work;
- Work out-of-doors in inclement weather;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- Exposure to chemicals, petroleum products, cleaning agents, fumes, etc.;
- May require working extended hours;
- May work alone for extended periods of time.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism and Willingness to Learn

Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative and Dependability/Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development/Mentoring and Support Others
Manager	In Addition >	Preparing/Evaluating Budgets, Monitoring/Controlling Resources and Motivating/Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ: Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective November 2005</i> <i>Revised January 2017 (add physical/mental activities)</i> <i>Revised March 2019 (PW reorg – moved to Municipal Utilities Dept.)</i> <i>Revised November 2020 (updated to job title, indicate areas of assignment and type of experience required)</i></p>