

North Marin Water District

ENGINEERING SERVICES REPRESENTATIVE

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include all** duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Represents the District in areas of public contact with developers or their agents, realtors and general public regarding water service including new connections, extensions and relocations. Assists Chief Engineer in related administrative tasks and coordination of related District activities with City, County and State offices and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

The **Engineering Services Representative** performs a full array of routine to difficult duties in the area of new service (water/sewer) independently or with general supervision. This position is expected to demonstrate a full understanding of District policies, regulations and procedures.

SUPERVISION RECEIVED

Receives direction and supervision from the Chief Engineer.

ESSENTIAL DUTIES (include but are not limited to the following)

Meets with and advises developer or their agents, realtors and the general public in matters relating to water service availability, existing water distribution facilities and pressure systems, construction of new water services facilities, District territorial boundaries, improvement district(s) boundaries, district regulations, policies and procedures; answers phone inquiries regarding the same; assists Chief Engineer in administrative tasks including preparation of formal agreements, memoranda and other related material for consideration by the Board of Directors; coordinates new water service installations with the City and County departments, title companies and the State Division of Real Estate in accordance with the Subdivision Map Act; assists in filing formal boundary maps and legal descriptions for District territorial boundary changes and improvement district formations with the State Board of Equalization and coordinates same with the County Department of Public Works, Local Agency Formation Commission and County Elections Department; maintains water service records, assigns new service account numbers and coordinates same with billing department and the construction department; prepares and maintains various charts, graphs or other visual aids and records systems for interdepartmental coordination; may supervise subordinate draftspersons on large projects.

OTHER DUTIES

This classification differs from the Engineering Secretary position in that this position performs more varied and complex duties working with the public and understanding and explaining complex District policies, regulations and procedures; serves as a Notary Public for District business.

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| Approved | CD |
| Date | 1/25/08 |

QUALIFICATIONS (The following minimum qualifications are necessary for entry into the class)

Education/Experience

Any combination of education and experience equivalent to possession of a high school diploma, or its equivalent, and six years of increasingly responsible experience in public utility work. Administrative background and proficiency in general office skills and practices.

Knowledge/Skill/Ability

Knowledge of: commonly accepted practices/procedures of meeting and dealing with the public and handling customer inquiries and complaints, familiarity with fundamentals of water/sewer infrastructure; familiarity with City and County planning procedures; experience in document research in the County Recorder's Office.

Skill in: Proficiency in general office skills including typing clear and concise manuscript writing, developing and maintaining effective working relationships with the general public and representatives of other agencies, understanding and explaining District policies, regulations and procedures.

Ability to: Learn and apply water/sewer system fundamentals, rate structures, annexation procedures, policies, regulations and procedures, communicate effectively orally and in writing with the public and maintain complete and accurate records. Operate personal computers including exhibited proficiency with Microsoft Word, Excel and Access.

License/Certificate

Possession of a valid Class C California driver's license.

Current California Notary Public Commission.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires working in a standard office environment and involves prolonged sitting, repetitive motion, walking, kneeling, squatting, stooping, turning, bending and upper body twisting in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data and using a computer keyboard. Additionally, the position requires near and far vision in reading statistical data and using the computer, and hearing is required when providing phone service. Incumbents may be required to lift files, papers and reports weighing up to 25 pounds.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."