JOB DESCRIPTION

Coachella Valley Water District                      Date: July 2010

TITLE: Development Services Aide                  SECTION: Development Services

DEPARTMENT: Service                                SRN: A-25

REPORTING RELATIONSHIP:

Reports to: Development Services Supervisor

Supervises the following positions: Not applicable

DEFINITION: Under general supervision performs general and technical office and field work. Perform a variety of customer related services; receive and process requests for water/sanitation service for residential and commercial development. Calculate applicable fees for new residential and commercial development. Review account balances for pay status. Receive and resolve the more difficult problems concerned with water/sanitation related questions and complaints as related to Development Services.

ESSENTIAL FUNCTIONS:

1. Perform all phases of receiving, researching, processing and responding to customers questions by telephone, in writing and verbally in person concerning fire sprinklers, irrigation, domestic water and sanitation service.

2. Performs manual drafting of fire hydrants, detector checks, stub out connections, water services, and sewer laterals for cost notifications.

3. Calculate and ensure the proper collection of applicable fees for service to residential and commercial development, coordinate installation locations, apply for applicable permits, and schedule installation with appropriate district staff.

4. Prepare a variety of special projects and reports upon request.

5. Research laws and regulations affecting new service installations.

6. Draft letters and correspondence

7. Research difficult property ownership problems and interprets legal descriptions for domestic billing and sewer installations.


9. Operate a variety of printers, copiers, micro fiche, and computer workstation.
ESSENTIAL FUNCTIONS Cont’d:

10. Tactfully and courteously work with the public and employees of the district.

11. Perform field activities related to the duties of Development Services.

12. Prepare and obtain documents to convey title from the developer to the district on new sanitation and domestic water systems.

13. Answer customer inquiries dealing with domestic water pressure, capacity, multiple meter manifolds, and all meters larger than ¾”.

14. Research, collect fees and process paperwork for the installation of new water meters and sewer laterals, and coordinate installation with district’s Operation Department.

MINIMUM QUALIFICATIONS:

License or certificates: Valid California Operators license by the State Department of Motor Vehicles. Department of motor Vehicles driving record may influence employment or classification.

Experience: One year of experience in performing technical district related work including engineering skills, experience in processing customer requests, research and interpretation of rules and regulations, or any combination of training and experience that would prove qualifying.

Knowledge of:
- Algebra, geometry, and trigonometry as applied to engineering problems
- Engineering drafting materials, instruments, and techniques
- District standard specifications and polices for the construction of domestic water delivery systems and sanitary sewer collection systems
- Laws, rules, and regulations effecting new installations and the establishment of fees and charges
- Map reading, and geography of the district’s service area, and the location of meters and facilities
- Common description of real property
- Use of common office equipment
- Principles of office management
- Filing methods and recordkeeping principles and practices
- Proper letter writing techniques
- District accounting functions
- Correct English usage
- Effective customer service techniques
MINIMUM QUALIFICATIONS Cont’d:

Abilities:  
- Accurately read and interpret plat books and maps  
- Coordinate the activities of field and office personnel in the delivery of irrigation, domestic water and sewer service  
- Interpret legal descriptions  
- Accurately receive and process orders for domestic water and sewer service  
- Accurately receive and process the more complex work related to receiving and processing orders for domestic water and sewer service  
- Make rapid, accurate postings, and mathematical calculations  
- Meet deadline requirements accurately and efficiently  
- Prepare and maintain accurate reports, and records of customer billing and fees paid  
- Operate a computer work station  
- Work cooperatively with others  
- Effectively coordinate work with other departments  
- Effectively communicate District position both verbally and in writing  
- Tactfully and courteously provide information using developed customer service skills when dealing with the public

Education:  Algebra, Geometry, and Trigonometry at a twelfth grade level. College level business writing and Engineering courses are desirable.

PHYSICAL REQUIREMENTS:

1. Drives District vehicle to job sites.  
   Driving: Light

2. Operates a commuter workstation.

3. Sits for prolonged periods of time.

4. Communicates over telephone, two-way radio, and in person.

5. Operates a variety of office equipment.

See Human Resources for physical assessment form.