JOB DESCRIPTION

Coachella Valley Water District

TITLE: Development Services Technician I

SECTION: Development Services

DEPARTMENT: Service

SRN: A-31

REPORTING RELATIONSHIP:

Reports to: Development Services Supervisor

Supervises the following positions: Not applicable

DEFINITION: Under general direction of the Development Service Supervisor, to perform a variety of customer-related services. Resolve the more difficult problems concerned with the establishment of services and development of new tracts and commercial buildings. Reviews records to determine payment status; receive and resolve water related questions from developers, contractors, customers, and the public.

ESSENTIAL FUNCTIONS:

1. Answers more complex inquiries, verbally and in writing, dealing with domestic water, sanitary sewer and related subjects including fire sprinklers, irrigation requirements, availability of domestic water and sanitation service, cost inquiries, special agreement terms and design requirements.

2. Define, sketch, estimate the cost and make recommendations for domestic water applications.

3. Prepares and obtains documents to convey title from the developer to the District on sanitation collection and domestic water systems.

4. Provides information and holds meetings with the public and contractors on a variety of engineering and inspection activities.

5. Performs manual drafting of fire hydrants, detector checks, stub out connections, water service and sewer laterals for cost notification.

6. Prepares special and standard reports, and correspondence of a more complex nature. Reviews and makes recommendations regarding district policy and regulations.

7. Drives to job sites and makes visual inspections of the construction of domestic water distribution and sanitation collection systems.

8. Prepares special agreements for execution by developers with the requirements necessary to provide domestic water and/or sanitary sewer service to their project.

9. Holds meetings with developers, engineers, or their representatives to discuss both on and off site requirements for new projects.
ESSENTIAL FUNCTIONS (cont.):

10. Holds meetings with developers, engineers, or their representatives to discuss both on and off site requirements for new projects.

11. Checks domestic water and sanitation collection system plans for compliance with District specifications and standards. Review plan check performed by Technical Services Aides.

12. Maintains effective contact and communication with public and private agencies on both existing and proposed projects.

13. Enters and retrieves data using a computer terminal.

14. Handles customer service inquiries dealing with domestic water pressure, capacity, multiple meter manifolds, and all meter requests larger than ¾”.

15. Operate micro-fiche and blue print machine.

16. Provide technical support to other departments and branches within the District.

17. Perform field activities related to the duties of Technical Services.

MINIMUM QUALIFICATIONS:

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

Experience: Any combination of training and experience which would provide the required knowledge and abilities is qualifying. An example would be to have six years of increasingly responsible experience.

Knowledge of:
- Customer service techniques and procedures
- District safety programs, rules, regulations, and Material Safety Data Sheets
- Cross connection program
- Personal computers, Microsoft Excel, Microsoft Access and micro-fiche
- Principles and practices of supervision and training
- Plat sheets, parcel maps, and legal property description
- Engineering drafting materials, instruments, and techniques
- Algebra, geometry, and trigonometry as applied to engineering problems
- Laws, rules, codes, and regulations applicable to construction inspection
- District standard specifications for the construction of domestic water and sanitary sewer systems
MINIMUM QUALIFICATIONS (Cont.):

Knowledge of (Cont.):

- Methods, procedures, and equipment used in engineering design and in major construction projects
- Common description of real property
- Map reading
- Practical methods of the operation and maintenance of sanitation collection and water distribution systems

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: Moderate

2. Operates a computer 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.