

**TITLE:** Director of Service  
**SECTION:** Administration

**DEPARTMENT:** Service

**REPORTING RELATIONSHIP:**

**Reports to:** General Manager

Supervises the following positions: Water Service Supervisor, Zanjero Supervisor, Meter Reader Manager, Customer Billing Supervisor, Customer Service Manager, Management Analyst, Administrative Aide, Office Assistant.

**DEFINITION:** Under administrative direction to coordinate, plan, and direct the activities of the following sections: Water Service, Zanjeros, Meter Readers, Supervisory Control, Customer Billing, and other related duties as assigned.

**ESSENTIAL FUNCTIONS:**

Supervises the planning, billing, collection and payment of water and sewer fees and coordinates the activities of assigned sections while effectively motivating employees and meeting the goals of the department and the district.

1. Develops, interprets, and implements fees, penalties, fines and deposits for water, irrigation and sewer service

2. Develops district policies regarding the establishment of water delivery and billing for irrigation, domestic and sanitation services, and meter reading.

3. Act as a resource to subordinate staff; instructs and advises departmental staff on the technical and administrative phases of their respective work areas and personnel matters.

4. Personally prepares or directs the preparation and then reviews a variety of reports and technical analysis.

5. Directs the preparation and administration of the annual departmental budget and the procurement of maintenance and budgeted items.

6. Advises the General Manager on items associated with Customer Service, Canal, SCADA, Recharge, Customer Billing and Meter Reading concerns of the district.

7. Makes presentations when necessary on topics related to the sections under the supervision of the director.

8. Directs and evaluates the work of the supervisors in the service department.
ESSENTIAL FUNCTIONS (Cont.):

9. Establishes and provides employee training and development, goals, objectives and performance standards; document performance deficiencies and takes appropriate disciplinary action.

10. Makes field inspections of department activities utilizing district vehicles.

11. Provide comprehensive administrative review of work activities, cost, analysis, staffing requirements, equipment usage and time requirements.

12. Tactfully and courteously deal and correspond with the public.

13. Coordinates departmental operations with other District departments and follows up on concerns or questions.

MINIMUM QUALIFICATIONS:

License or Certificates: Must have a valid California Operator’s license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Education and Experience: Any combination of training, workshops, college level classes, and experience, which would likely provide the required knowledge and abilities, is qualifying. A typical way to obtain this knowledge and abilities would be to have a broad and extensive experience in the operational activities of a water district or similar agency, including at least 5 years of management and supervisory experience.

Knowledge of:

- Principles, procedures, and operations of modern irrigation, domestic water delivery, and sanitation systems.
- Customer service operations.
- District policy regarding water delivery (both domestic and agricultural), sanitation service, and meter reading.
- District policies, rules, regulations and procedures.
- District and area geography, meteorological conditions, hydrography, and agricultural characteristics.
- Principles of budgeting and expenditure control.
- Principles of management and administration.
- Principles and practices of domestic and agricultural water distribution.
- Safe working practices of the district including confined spaces.
MINIMUM QUALIFICATIONS (Cont.):

Abilities:
- Analyze work activities and operations and identify solutions which will facilitate operating efficiency and effectiveness.
- Understand, interpret, explain and apply District policies and procedures regulating customer billing and customer service.
- Promote interdepartmental cooperation and teamwork.
- Provides technical and administrative assistance to the District and its customers.
- Develop operating policies and procedures.
- Communicate effectively both verbally and in writing.
- Implement best management practices.
- Develop, train, and evaluate Service Department employees and supervisors.
- Exercise sound independent judgement within the general policy guidelines.
- Keep abreast of new ideas, technologies, trends, and new programs related to the Service Department.
- Prepare clear, detailed and well organized reports or studies.
- Collect and provide accurate information in the requisition and budgeting process.
- Operate a computer workstation.
- To conceive, plan, direct, and coordinate long-range programs with regards to Customer Billing, Automatic Meter reading, canal distribution, recharge and customer service.
- To prepare and carry out departmental and district policies relating to regulations, customer service, billing, personnel, budget, training, and organization.
- To coordinate departmental activities with other district functions and outside public and private organizations.
- Keep abreast of new ideas, trends, programs, laws, and concepts in the fields of communication, customer service, billing, liens, AMR, water use, and water conservation.
- Effectively participate in a wide variety of conferences and meetings.
- Ability to acquire weather information for district uses.

PHYSICAL REQUIREMENTS:

1. Drives District vehicle to job sites including over rough terrain. Uses two-way radio to communicate. Driving: Light.

2. Works in weather conditions including heat or rain.

3. Sits for prolonged periods of time.

See Human Resources for physical assessment form.
I acknowledge that this job description is an accurate representation of this position.

Department Head Approval: ________________________________ Date: __________

General Manager Approval: ________________________________ Date: __________