



WATER USE EFFICIENCY FIELD SPECIALIST

Job Status: Non-Exempt
Date Adopted: 05/13/2025
Date Modified: 02/09/2026

Safety Sensitive Position

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, plans, implements, and assists in the evaluation of residential, landscape, and commercial customer water usage; performs field investigations and surveys; develops, implements, and monitors programs to inform customers about efficient water use and conservation; conducts water leak investigations; participates in various water management and conservation programs.

DISTINGUISHING CHARACTERISTICS

The Water Use Efficiency Field Specialist is an advanced journey working level classification. At this level, incumbents perform the most complex and specialized tasks while exercising broader discretion and independent judgment within established guidelines.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the Operations Manager (Field Service/Water Use Efficiency)

Technical or functional work direction may occasionally be provided to Field Service Technician I/II.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Research and analyze customers' water use records using various platforms; answer customers' questions about water conservation efforts; identify and communicate leaks and high-use flow to customers; report water savings; and identify water conservation opportunities through the District's Water Watch Program using MDM systems.
2. Provides technical assistance on water conversation and efficiency; conducts water surveys, field investigations, and evaluations of residential, commercial, industrial, and institutional customers; identifies the source of water leaks and assesses the efficiency of water use, particularly for landscape irrigation; provides recommendations to property owners on water usage and conservation techniques; conducts inspections of landscape irrigation installations for plan conformance.
3. Conducts interior and exterior water audits, following the design and methodology in accordance with the Irrigation Association and ASABE.
4. Applies irrigation and landscape design concepts in developing proposals for improved water usage; directs the use of water saving devices; inspects and monitors various residential and commercial sites for compliance with conservation regulations; performs various customer service functions related to water efficiency.

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5. Maintains awareness of new developments in the landscape/irrigation systems and incorporating new developments, as appropriate, into programs; conducts staff training on new developments and systems.
6. Documents the results of water audits and generates written reports; assists in promoting good water management practices; may assist in preparing and completing water conservation reporting; distributes educational brochures and other materials.
7. Operates a District vehicle on a daily basis safely and effectively.
8. District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs and respond as a Disaster Emergency Service Worker.
9. Regular attendance at the work site.

Marginal Functions:

1. Respond to customer inquiries at their home or business, including answering questions regarding meter leaks, water pressure, water quality, or high consumption use; analyze and interpret consumption data; perform water audits to assess water utilization patterns of customers.
2. Opens, closes, and locks District Administration building, sets and inactivates building alarm, and performs building security functions.
3. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Principles and practices of water conservation include landscape design for drought-tolerant plants and subsurface and overhead irrigation systems.

Conservation best practices.

Practices, methods, techniques, measurements, tools, and equipment used to design, install, test, troubleshoot, maintain, and repair irrigation systems.

Principles and practices of industrial, commercial, institutional, and residential water use, practices, and methods to improve water use efficiency.

Operational characteristics of water meters and meter reading equipment.

Basic procedures for installing, removing, calibrating, and testing the operation of water meters.

Principles and practices of good customer service.

Occupational hazards and standard safety practices.

Basic mathematics.

Skill in:

Operating a personal computer/tablet and using customer service/MDM databases.

Driving a District vehicle in a safe manner.

Ability to:

Conduct a diverse range of field surveys, investigations, and enforcement as directed.

Advise customers on water conservation efficiency methods

Independently handle customer complaints and inquiries.

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Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines. Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform various work tasks.

Interpret and explain District policies to customers and deal with them tactfully and courteously.

Work alone, independent of immediate supervision.

Understand and carry out oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities.

Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing, and operating assigned equipment.

REQUIRED QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Job Title	Water Use Efficiency Field Specialist
Experience	<ul style="list-style-type: none"> Four (4) years of progressively responsible experience in water meter reading and maintenance, customer service, meter replacement and installation, or operation and maintenance of water distribution or wastewater systems. Two (2) years of experience in landscape water-use efficiency, water conservation projects and programs, and water resource management and planning are highly desirable.
Education/Training	<ul style="list-style-type: none"> Equivalent to a High School Diploma.
Required License/Certification	<ul style="list-style-type: none"> Possession of a valid D1 Possession of a or the ability to obtain within one (1) year of appointment, valid T1. Possession of, or ability to obtain within one (1) year of appointment, the Qualified Water Efficient Landscaper (QWEL) Certification, or the Certified Landscape Irrigation Auditor (CLIA) Certification. Possession of, or ability to obtain within one (1) year of appointment, the AWWA Water Use Efficiency Practitioner Certification, Grade I.
Desirable Degree/License/Certification	<ul style="list-style-type: none"> Valid D2 Valid T2. Certified Water Manager (CWM) Certification AWWA Water Use Efficiency Practitioner Certification, Grade II
DMV Class	<ul style="list-style-type: none"> Possession of a valid California Class C driver's license and a satisfactory driving record.

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PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The physical demands and working environment demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Outdoor field environment; travel from site to site; exposure to noise and all types of weather and temperature conditions; exposure to hazardous traffic conditions; work in or around water; work and/or walk on various types of surfaces, including slippery or uneven surfaces and rough terrain.

Physical:

Incumbents require sufficient mobility to work in a field environment; walk or stand for prolonged periods of time; frequently stoop, bend, kneel, crouch, and reach; push, lift, and/or carry moderate to heavy amounts of weights; operate assigned equipment and vehicles; climbing and working in elevated outdoor locations.

Mental:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive and constantly changing deadlines and interact with those encountered in the course of work, some of whom may be demanding, dissatisfied, and or upset.

Vision:

See in the normal visual range with or without correction; vision sufficient to read printed documents and computer screens and to operate assigned equipment.

Hearing:

Hear in the normal audio range with or without correction.