



Hi-Desert Water District Classification Specification

Job Title: District Services Coordinator I and II
Job Grade: District Services Coordinator I: Grade 11
District Services Coordinator II: Grade 12
FLSA Status: Non-Exempt
Date: November 2022

JOB SUMMARY

Under the direction and supervision of the Director of District Services, the District Services Coordinator provides oversight and day-to-day project coordination, reviews, tracks, analyzes, and interprets District programs, represents the District in meetings, and performs project administration work. Supports special projects and financial operations. Responsibilities involve extensive contact with management, engineers, consultants, contractors, customers, property and business owners, and regulatory and government agencies.

SUPERVISION RECEIVED / EXERCISED

Receives supervision from the Director of District Services.

CLASS CHARACTERISTICS:

District Services Coordinator I is the entry level class in this series. Under direct supervision, performs all tasks related to project coordination and administration.

District Services Coordinator II is the journey level class in this series. Under minimal supervision, performs all tasks related to project coordination and administration.

ESSENTIAL FUNCTIONS *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Provides responsible professional and technical assistance to the Director of District Services and other members of management staff in support of district services and special projects.
- Keeps immediate supervisor accurately informed of work progress, including present and potential problems and suggestions for new or improved methods of addressing such problems.

- Works with Director of District Services and Staff in the development and implementation of plans and programs.
- Supports finance in the development and implementation of programs that support private property owner's ability to comply with regulatory requirements.
- Assists property owners with information regarding service eligibility, line extensions, easements, fees, connection issues, permits, and other issues. Prepares notices and information related to water and wastewater services; may prepares Fire Flow and Will Serve letters.
- Supports the District with the grant application process and grant coordination.
- Maintains electronic filing, records, drawings related to projects and programs.
- Coordinates with staff, developers, property owners and engineers regarding construction standards and requirements for water and wastewater service.
- Coordinates and tracks progress and information for new development and water and wastewater system replacement and improvements.
- Assists in maintaining the District's Geographical Information System (GIS).
- Serves as project coordinator on assigned projects, including administration of contracts, coordinating and attending project review meetings, taking meeting minutes, coordination of activities, monitoring project schedules and achievement of milestones; reviews invoices, and submits for approval of progress payments.
- Reviews change orders, compiles, and coordinates recommendations, and obtains necessary authorizations.
- May utilize Microsoft Project or other project management tools to track projects and programs. Coordinates project plans including work breakdown structure, milestones, and schedules.
- Supports staff with information related to groundwater and wastewater management agreements and data/reporting/tracking with outside agencies, for example, San Bernardino County and Mojave Water Agency.
- Assists management with communications to Federal, State, and local agencies, representatives, community groups and the media.
- Provides information to the Board Secretary/Community Outreach Coordinator to ensure all aspects of required outreach are covered effectively.
- Prepares and delivers reports, presentations, and briefings at Board Meetings, to district staff, management, other local, State and Federal agencies.
- May prepare complex documents and reports relating to project progress.
- Performs other tasks as assigned, including highly complex and detailed special assignments.

JOB SPECIFICATIONS

Knowledge

- Basic principles and practices of accounting and finance.
- Principles and practices of databases and project management software.
- Laws, rules, ordinances, and legislative processes controlling District operations.
- Operational characteristics, services, and overall business functions of a utility.
- Principles and practices of project coordination.

Skills and Abilities

- Proficient with MS Office including Microsoft Excel, Outlook, Word, PowerPoint and Access.
- Listening – Active listening to ensure effective communications.
- Speaking – Talking to others to convey information effectively. Assure interactions are effective and respectful.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Service Orientation – Actively looking for ways to help people.
- Able to handle a large volume of inbound and outbound telephone calls.
- Must have the ability to maintain strict confidentiality of classified/sensitive information.
- Excellent time management and organizational skills – must be detail-oriented and thorough.
- Ability to perform effectively within a team.
- Assist with District budget development and fiscal controls.
- Prepare a variety of financial documents and reports.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Work in an office environment with some exposure to dust, dirt and hazardous materials.
- Work at a desk for extended periods of time. Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of up to 15 pounds such as large binders, books, and small office equipment. Move boxes paper, envelopes, bills and reports using a cart. Hearing and vision within normal ranges with or without correction.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-on-one and group settings; regularly use a telephone and two-way radio for communication.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment. Operate office equipment such as computer and keyboard, copiers and fax machines; look at computer monitor for extended time periods.
- Travel by vehicle while conducting District business.
- Read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, other elected and appointed government officials, media representatives, business and community leaders, employees, financial institutions, consultants, vendors, the public and others encountered in the course of work.

MINIMUM QUALIFICATIONS

Any combination of education, experience, and training that would provide the required knowledge and abilities to perform the position may be qualifying as determined solely by the District. A typical way to obtain the knowledge, skills and abilities would include the following:

Education

- Completion of a bachelor's degree in Accounting, Finance, Computer Science, Information Systems or Business from an accredited college or university, or the equivalent.

Experience

- One (1) to three (3) years progressively increasing responsibilities in general accounting, and/or working with database management programs.
- Accounting or grant administrative work experience within a public agency desirable.
- Experience in processing of loans and liens desirable.

License / Certificate:

- Possession of a valid California State Notary Public Commission or must obtain a valid Commission within ninety (90) days of employment.
- Possession of a valid Class C California driver's license and satisfactory driving record free from multiple or serious traffic violations or accidents for a period of at least two (2) years.

District Services Coordinator II – In addition to the qualifications above, the District Services Coordinator II has:

- More than 3 years of experience in project management of water/wastewater, and
- Project Management Professional (PMP) certification.

Other requirements:

Completion of and satisfactory results of pre-employment drug test, physical examination indicating fitness for duty, DMV record review, and background investigation.