



Hi-Desert Water District Classification Specification

Job Title: District Services Administrator

Job Grade: 12

FLSA Status: Non-Exempt

Date: June 2025

JOB SUMMARY

Under the general direction and supervision of the Director of Operations, the District Services Administrator performs a wide range of routine to complex technical and administrative activities. This position provides project oversight and coordination, supports special projects and financial operations, and plays a key role in developing, implementing, maintaining, and managing the District's Geographical Information System (GIS).

The Administrator collaborates with the District administration team, outside contractors, consulting engineering firms, real estate developers, and the public to review construction plans for conformance with District codes, policies, and standards. In addition, this position coordinates projects, maintains systems and documentation, and assists in emergency preparedness, hazard mitigation plans, public outreach, and regulatory engagement. This position may represent the District in meetings as needed.

SUPERVISION RECEIVED / EXERCISED

Receives supervision from the Director of Operations and/or General Manager. Develops and facilitates training of employees on GIS practices and principles.

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.*

Key Responsibilities

- Supports planning and implementation of District services, programs, and special projects.
- Assists in the preparation of reports, presentations, and technical documents.
- Coordinates development and infrastructure projects with staff, developers, engineers, and property owners.
- Tracks and manages progress for new development, capital improvement projects (CIP/CRP), and system replacements/upgrades.

- Reviews and processes plans, specifications, submittals, and change orders to ensure compliance with District standards.
- Supports the grant application and coordination process.
- Provides information and assistance to property owners regarding service eligibility, permits, easements, and connection requirements.
- Prepares and issues Fire Flow and Will Serve letters and other service-related notices.
- Acts as a liaison with developers, contractors, and public agencies to address inquiries and resolve issues.
- Supports communication with Federal, State, and local agencies, community groups, and media.
- Maintains and updates the District's Geographical Information System (GIS).
- Prepares and manages CADD drawings, designs layouts, and performs minor design calculations.
- Implements and monitors GIS/CADD projects and trains staff in their use.
- Leads development and annual review of emergency preparedness and disaster response plans.
- Serves as liaison for emergency preparedness with local, state, and federal agencies.
- Tracks annexations, easements, quitclaims, and other legal documentation.
- Develops and maintains District standards, specifications, and operating procedures.
- Prepares and submits progress payments, monitors project schedules, and documents milestones.
- Assists the General Manager with special assignments and strategic initiatives.
- Attends relevant training, workshops, and conferences to stay current on best practices and regulations.

JOB SPECIFICATIONS

Knowledge

- Basic principles and practices of accounting and finance.
- Principles and procedures of record keeping.
- Fundamental principles and practices of project management and project coordination.
- Principles and practices of databases and project management software.
- Operational characteristics, services, and overall business functions of a utility.
- Laws, rules, ordinances, and legislative processes controlling District operations.
- Awareness and applicability of laws regulating the procurement and distribution of potable and non-potable water supplies.
- Knowledge of local, state, and federal rules, guidelines, and standards for disaster preparedness planning, strategies, and techniques.
- Computer applications related to CADD and GIS; principles, practices, and objectives of system design and operation.
- Fundamental principles of water/sewer design.
- Appropriate safety precautions, procedures, practices, and regulations.
- English usage, spelling, grammar, and punctuation.

Skills and Abilities

- Proficient in Microsoft Office Suite: Excel, Outlook, Word, PowerPoint, and Access.
- Skilled in mapping, drafting, and GIS operations.
- Ability to read and interpret District codes, policies, and standards.
- Strong written and verbal communication skills tailored to audience needs.
- Active listener with effective speaking and writing abilities.
- Able to interact respectfully and professionally with the public and coworkers.
- Maintain cooperative working relationships with diverse teams, customers, and vendors.
- Critical thinking and sound judgment to evaluate options and make appropriate decisions.
- Conduct thorough research using fundamental principles and calculations.
- Identify and analyze problems, recommend solutions, and implement approved actions.
- Excellent organizational and time management skills; detail-oriented and thorough.
- Capable of managing multiple assignments simultaneously while meeting deadlines.
- Perform basic project management and assist in managing larger projects.
- Conduct hazard vulnerability assessments and develop hazard mitigation plans.
- Evaluate and enhance emergency management programs.
- Handle a high volume of inbound and outbound calls efficiently.
- Maintain confidentiality of sensitive and classified information.
- Follow established policies, procedures, and safety regulations.

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 primarily in an office environment with occasional fieldwork; may be exposed to dust, dirt, hazardous materials, and varying temperatures.
- Perform desk work for extended periods; also requires standing, walking, sitting, crouching, and moving on narrow, slippery, or uneven surfaces.
- Lift, carry, push, pull, and reach for objects weighing up to 15 pounds, such as binders, books, office equipment, and boxes of paper or supplies; use carts for transporting materials as needed.
- Use office equipment including computers, keyboards, monitors, copiers, fax machines, and other standard devices; maintain sufficient hand/finger coordination and dexterity for equipment operation.
- Regularly communicate with District staff, management, board members, public officials, media, vendors, and the general public in one-on-one, group, telephone, and radio settings.
- Possess hearing and vision within normal ranges, with or without correction.
- Read and interpret complex data and documents; analyze and solve problems; use mathematical reasoning; manage multiple detailed tasks and deadlines under frequent interruptions.

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

- High school diploma or equivalent minimum.
- Bachelor's degree in Finance, Computer Science, Information Systems, Business, or a related field from an accredited college or university, or equivalent is preferred.
- Coursework in geography, drafting, and mapping is preferred.

Experience

- Applied experience in Geographic Information Systems (GIS) administration, computer-aided drafting, and map development. Coursework in geography, drafting, mapping, is preferred.
- Minimum of one (1) year experience in developing emergency preparedness/disaster response plans, procedures and training programs.
- 2 to 4 years of progressively responsible experience in general accounting and/or database management.
- Experience in accounting or grant administration within a public agency is desirable.
- Experience with processing loans and liens associated with the San Bernardino County is desirable.

License / Certificate:

- Possession of a valid California State Notary Public Commission is preferred.
- California State Water Resources Control Board Grade II Water Distribution Certificate.
- 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.

Other Requirements:

- Completion of and satisfactory results of pre-employment drug and alcohol test; physical examination (including x-ray) indicating fitness for duty; DMV record review; and background investigation.