



# PALMDALE WATER DISTRICT

2029 East Avenue Q • Palmdale, California 93550 • Telephone (661) 947-4111

Fax (661) 947-8604  
[www.palmdalewater.org](http://www.palmdalewater.org)

## Board of Directors

ROBERT E. ALVARADO  
Division 1

GORDON G. DEXTER  
Division 2

GLORIA DIZMANG  
Division 3

KATHY MAC LAREN  
Division 4

STEVE R. CORDOVA  
Division 5

LAGERLOF, SENEAL, GOSNEY & KRUSE LLP  
Attorneys



May 31, 2012

***Agenda for a Meeting  
of the Personnel Committee of the Palmdale Water District  
Committee Members: Kathy Mac Laren-Chair, Gloria Dizmang  
to be held at the District's office at 2029 East Avenue Q, Palmdale***

***Monday, June 4, 2012***

***6:30 p.m.***

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x103 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale. Please call Dawn Deans at 661-947-4111 x103 for public review of materials.

PUBLIC COMMENT GUIDELINES: The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted and offenders will be requested to leave the meeting.

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll call.
- 2) Adoption of agenda.
- 3) Public comments.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)
  - 4.1) Consideration and possible action on approval of minutes of meeting held April 23, 2012.

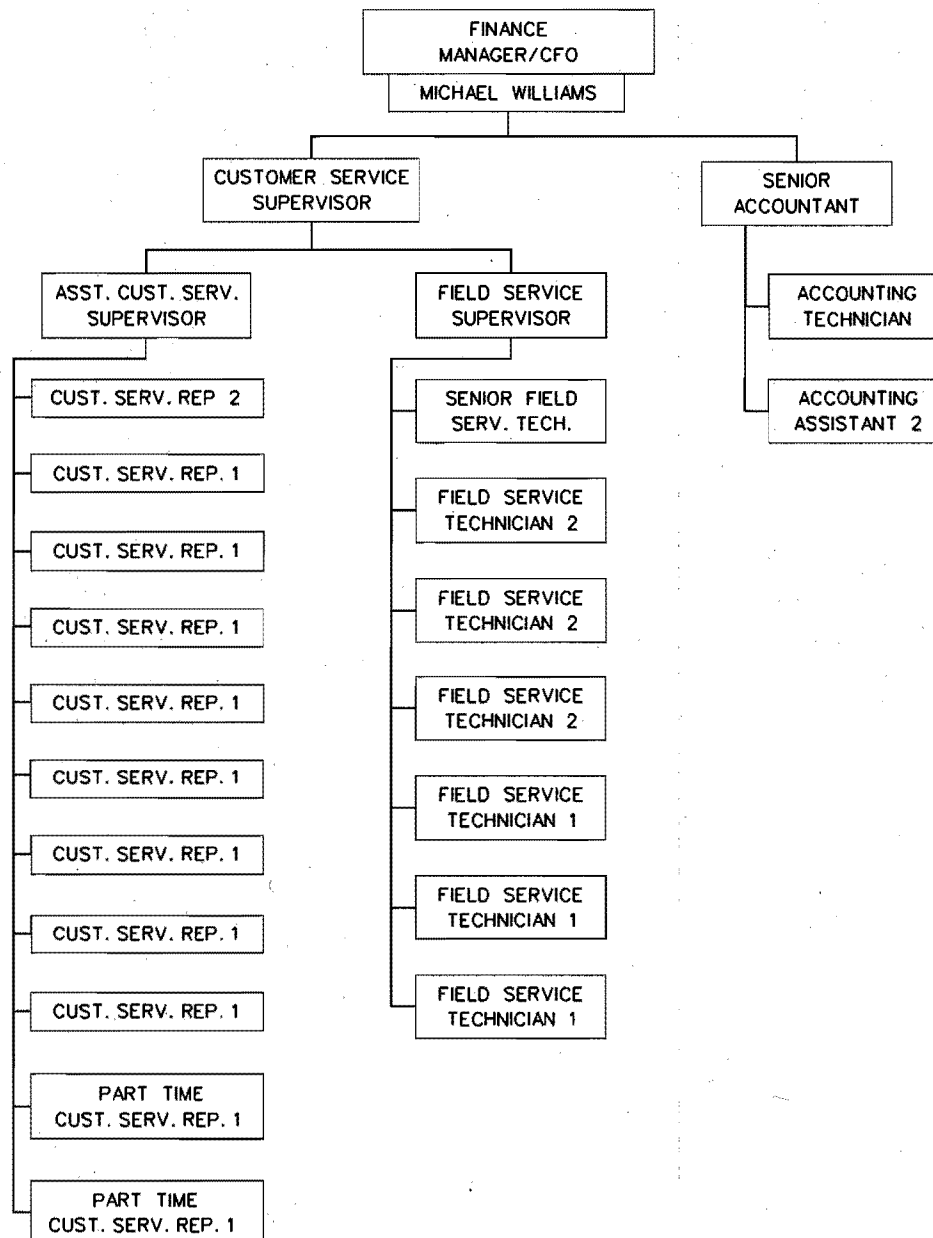
- 4.2) Presentation on Administrative Services Department operations and staffing. (Finance Manager Williams)
- 4.3) Discussion and possible action on employee benefit cost savings measures. (Human Resources Manager Burns)
- 4.4) Review and possible action on Palmdale Water District grievance policy. (Chair Mac Laren)
- 4.5) Discussion and possible action on Human Resources Manager position. (Chair Mac Laren)
- 5) Information items.
  - 5.1) Update on ACWA/JPIA review of Palmdale Water District Fraternization Policy. (Human Resources Manager Burns)
  - 5.2) Update on changing the District's medical coverage from the Association of California Water Agencies/Health Benefits Authority (ACWA/HBA) plans to the CalPERS medical plan. (Human Resources Manager Burns)
  - 5.3) Update on CalPERS Two-Year Service Credit Retirement Program. (General Manager LaMoreaux)
- 6) Board members' requests for future agenda items.
- 7) Adjournment.



DENNIS D. LaMOREAUX,  
General Manager

DDL/dd

# PALMDALE WATER DISTRICT ADMINISTRATIVE SERVICES DEPT.





## ADMINISTRATIVE SERVICES

	<u>STEP 1</u> <u>MINIMUM</u>	<u>STEP 9</u> <u>MAXIMUM</u>
Finance Manager/CFO	\$53.76 per hour	\$65.34 per hour
Senior Accountant	\$42.12 per hour	\$51.19 per hour
Accounting Technician	\$34.65 per hour	\$42.12 per hour
Accounting Assistant II	\$24.62 per hour	\$29.93 per hour

## CUSTOMER SERVICE

Customer Service Supervisor	\$46.43 per hour	\$56.44 per hour
Asst. Customer Service Supervisor	\$34.65 per hour	\$42.11 per hour
Customer Service Rep. II (Billing)	\$24.62 per hour	\$29.93 per hour
Customer Service Rep. II	\$24.62 per hour	\$29.93 per hour
Customer Service Rep. I	\$20.25 per hour	\$24.62 per hour
Customer Service Rep. I	\$20.25 per hour	\$24.62 per hour
Customer Service Rep. I	\$20.25 per hour	\$24.62 per hour
Customer Service Rep. I	\$20.25 per hour	\$24.62 per hour
Customer Service Rep. I	\$20.25 per hour	\$24.62 per hour
Customer Service Rep. I	\$20.25 per hour	\$24.62 per hour
Customer Service Rep. I	\$20.25 per hour	\$24.62 per hour
Cust. Service Rep. I P/T (Vacant)	\$20.25 per hour	\$24.62 per hour
Cust. Service Rep. I P/T (Vacant)	\$20.25 per hour	\$24.62 per hour

## FIELD SERVICE

Field Service Supervisor	\$34.65 per hour	\$42.11 per hour
Senior Field Service Technician	\$29.93 per hour	\$36.38 per hour
Field Service Tech. II	\$25.85 per hour	\$31.42 per hour
Field Service Tech. II	\$25.85 per hour	\$31.42 per hour
Field Service Tech. II	\$25.85 per hour	\$31.42 per hour
Field Service Tech I	\$21.27 per hour	\$25.85 per hour
Field Service Tech I	\$21.27 per hour	\$25.85 per hour
Field Service Tech I	\$21.27 per hour	\$25.85 per hour

PALMDALE WATER DISTRICT

FINANCE MANAGER/CFO

FLSA Status: Exempt

DEFINITION

To plan, organize, direct and review the activities and operations of the Administrative Services Department (Finance and Customer Services divisions) including accounting, payroll, customer service, field service operations, and purchasing; to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the General Manager/CEO and Assistant General Manager/COO.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager/CEO and Assistant General Manager/COO.

Exercises direct supervision over assigned supervisory, professional, and administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan and implement department goals and objectives; recommend and administer policies and procedures.

Coordinate department activities with those of other departments and outside agencies and organizations; provide staff assistance to the Board of Directors, General Manager/CEO, and Assistant General Manager/COO; prepare and present staff reports and other necessary correspondence.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Coordinate and oversee preparation of the District-wide annual budget; supervise and participate in the development and administration of the Administrative Services Department budget; direct the forecast of additional funds needed for staffing, equipment, materials, supplies, and services; monitor and approve expenditures; implement mid-year adjustments.

Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Prepare and approve adjusting journal entries; close year end accounts and oversee preparation for audits; ensure outside auditors are provided with test documents, sub-ledgers and reconciliations.

Work with outside consultants in investigating alternatives and recommending investment strategies for District funds.

Prepare and/or oversee required periodic financial statements and budget reports; review general ledger postings from accounts payable and accounts receivable; establish and maintain internal controls.

Oversee a centralized District-wide requisition and purchasing program.

Oversee planning, development, implementation, and maintenance of the District's information technology systems.

Review and manage various contracts and agreements; prepare requests for information/proposals; prepare various cost analyses; assist in rate studies; and prepare special revenue/expense reports.

Represent the department to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

#### MINIMUM QUALIFICATIONS

##### Knowledge of:

Principles and practices of financial management and governmental accounting standards.

Principles and practices of information technology as related to financial reporting and recordkeeping.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal laws, rules and regulations.

Organizational and management practices as applied to the analysis and evaluation of programs.

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.

Ability to:

Plan, direct and control the administration and operations of the Administrative Services Department.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports and related documents; know and interpret laws, regulations, codes and procedures; observe performance and evaluate staff; problem solve department related issues; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Coordinate and oversee preparation of the District's annual budget; prepare and administer the Administrative Services Department budget.

Develop and implement department policies and procedures.

Supervise, train and evaluate assigned personnel.

Gain cooperation through discussion and persuasion.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply District and department policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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

Experience:

Seven years of increasingly responsible experience in financial management, including three years of administrative and management responsibility; public sector experience is highly desirable.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in finance, accounting, business administration, public administration or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of, or ability to obtain, certification as a Certified Public Accountant (CPA) as awarded by the American Institute of Certified Public Accountants is highly desired.

Approved: 12/16/2009



PALMDALE WATER DISTRICT

SENIOR ACCOUNTANT

FLSA Status: Exempt

DEFINITION

To plan, organize, direct and supervise assigned personnel engaged in technical and clerical accounting activities including customer service deposits, accounts payable/receivable, payroll and fixed asset inventory; to perform a variety of complex and difficult professional accounting tasks; and to provide administrative support to the Finance Manager/CFO.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Finance Manager/CFO.

Exercises direct supervision over assigned technical and clerical support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for a variety of revenue and expenditure accounting and payroll activities; implement policies and procedures.

Plan, prioritize, and supervise the work of staff involved in a variety of accounting activities.

Assist in preparation of the District-wide annual budget including forecasting of future revenue levels and expenditure patterns; participate in accounting function budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditures.

Participate in the selection staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Prepare, maintain, and analyze a variety of fiscal and accounting records, statements, and reports.

Identify trends and irregularities in reported fiscal transactions; research and make recommendations for modifications to internal procedures and policies and/or external reporting requirements.

## Senior Accountant

- 2 -

Oversee reconciliation of banking processes; and maintain and review detailed sub-ledgers such as capital improvement projects, accounts payable, accounts receivable, and customer deposits.

Review the general ledger in preparation for year-end financial statement audit and prepare schedules for auditors.

Audit and analyze accounting systems and procedures to ensure compliance with accepted accounting standards and applicable laws, rules, and regulations.

Analyze, evaluate and organize data and information in preparation of complex studies such as financial forecasts and cost benefit analyses.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of professional accounting practices, especially as applied to the public sector.

Principles and practices of accounting, budgeting, auditing, financial reporting and administration.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget preparation and monitoring.

Pertinent local, State and Federal laws, rules and regulations.

#### Ability to:

Organize, implement and direct accounting functions for the District and to perform a variety of difficult and complex professional accounting tasks.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk or in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Interpret and explain pertinent accounting and District practices and procedures.

Assist in the development and monitoring of assigned accounting function programs and District-wide budget.

Develop and recommend policies and procedures related to assigned operations, including implementation of efficient accounting procedures, and auditing and analysis of accounting systems and procedures.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

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

#### Experience and Training

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

##### Experience:

Three years of responsible journey professional accounting experience; public sector experience is desirable.

##### Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, finance, business administration, public administration or a related field.

#### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

PALMDALE WATER DISTRICT

ACCOUNTING TECHNICIAN

FLSA Status: Non-Exempt

DEFINITION

To perform technical duties in the preparation of the District's payroll; to process wage and other compensation payments; to prepare and distribute reports related to payroll activities and other financial operations.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Senior Accountant.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Calculate wages/payments and other payroll-related payments such as overtime, vacation, sick leave, holiday pay and various payouts; review submitted information and as necessary, verify accuracy of information.

Process and input data from employee time sheets and independent contractor/consultant invoices.

Calculate and make authorized and/or required payroll transactions and payments in accordance with Federal and State rules, regulations, and laws; process related transactions, including automatic deposits, garnishments, and payment to District funded and/or individual retirement, or insurance vendors.

Run trial reports of payroll payments and deductions and review for accuracy and compliance according to applicable rules and regulations.

Prepare and submit quarterly, annual, and other periodic reports and notices, including labor statistics and various employment taxes; prepare, balance, and distribute W-2 and 1099 earnings statements to employees, contractors, and required agencies.

Process payroll action forms; prepare and distribute leave reports; provide documentation to assist with Workers' Compensation.

Research and compile basic technical information as directed; respond to questions from employees, management, and outside agencies regarding payroll-related issues.

## Accounting Technician

- 2 -

Maintain general ledger accounts and prepare reports; review and classify documents for proper accounting documentation; code information according to established procedure.

Maintain accounting records to support processed transactions; reconcile records and verify accounting entries to ensure accuracy

May assist with accounts payable/receivable functions, as needed.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

In addition to the qualifications for the Accounting Assistant 2:

#### Knowledge of:

Advanced techniques and methods of payroll processing, including computerized payroll and financial software applications.

Pertinent local, State and Federal rules, regulations and laws.

General accounting principles and practices.

#### Ability to:

Perform technical duties in the preparation and processing of the District's payroll, wage, and other compensation payments.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret, explain, and apply department and District policies and procedures to the public and employees.

On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist, bend, kneel and squat to reach files, supplies, and equipment; use a telephone, and write or use keyboard to communicate through written means; lift or carry weight up to 20 pounds.

Meet recurring and/or required deadlines related to payroll processing, report generation and submission to internal management and external agencies.

## Accounting Technician

- 3 -

Balance general ledger accounts.

Prepare reports as requested; research files and compile data.

Communicate clearly and concisely, both orally and in writing.

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

### Experience and Training

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

#### Experience:

Two years of responsible computerized payroll processing experience.

#### Training:

Equivalent to an Associate's degree from an accredited college with major course work in accounting, business administration, office management or a related field.

### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Approved: 12/16/2009

I have reviewed this job description with my Supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### ACCOUNTING ASSISTANT 1 ACCOUNTING ASSISTANT 2

FLSA Status: Non-Exempt

#### DEFINITION

To perform responsible clerical accounting work related to accounts payable and receivable functions; and to set up and maintain related records and files.

#### DISTINGUISHING CHARACTERISTICS

Accounting Assistant 1 - This is the entry level class in the Accounting Assistant series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Accounting Assistant 1 class is distinguished from the 2 level by the performance of less than the full range of duties assigned to the 2 level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Accounting Assistant 2 - This is the journey level class in the Accounting Assistant series and is distinguished from the 1 level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the 1 level.

#### SUPERVISION RECEIVED AND EXERCISED

##### Accounting Assistant 1

Receives immediate supervision from the Senior Accountant; may receive technical and/or functional supervision from an Accounting Assistant 2.

##### Accounting Assistant 2

Receives general supervision from the Senior Accountant.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform accounts payable functions; create vendor accounts; process and code invoices for payment; review for completeness and accuracy; input information; prepare and mail various checks; and, track, post or reconcile expenditures.

Perform accounts receivable functions; receive payments and reconcile with statements or invoices for accuracy and additional charges relating to amounts due; and process related paperwork; post and update account information.

Verify stop payment orders on lost check payments; void out-of-date checks; process delinquent closed accounts for collection; match invoices and purchase orders to packing slips to ensure accuracy of payment; balance vendor statements; maintain and balance petty cash.

Prepare bills for field services provided by the District, collect data related to specific projects/jobs; check work order numbers used by field staff to verify labor, direct expenses and inventory used.

Perform a variety of clerical duties including typing, document scanning, filing, and mail distribution; prepare and distribute accounting reports as needed or according to periodic schedules.

Receive and screen telephone calls from other departments or the public; answer questions and provide information to the public using judgment as to those requiring priority attention.

Ensure that work is performed on a priority basis and is organized and completed in a timely manner; check documents and records for accuracy, completeness and conformance to applicable policies, rules and regulations.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

#### MINIMUM QUALIFICATIONS

##### Accounting Assistant 1

##### Knowledge of:

Basic bookkeeping and financial record keeping methods and practices.

Modern office procedures and methods, including computer software related to accounting processes.

##### Ability to:

Perform responsible clerical accounts payable and receivable work.



Intermittently, review documents related to assigned duties; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight up to 20 pounds.

Learn to use specialized accounting software.

Learn pertinent administrative and departmental policies.

Perform rapid and accurate arithmetic calculations; use a 10 key calculator.

Use word processing, spreadsheet, and database software applications.

Set up and maintain records and files; maintain logs and ledgers.

Prioritize work and meet required deadlines.

Communicate clearly and concisely, both orally and in writing.

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

#### Experience and Training

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

##### Experience:

One year of clerical accounting experience is desirable.

##### Training:

Equivalent to the completion of the twelfth grade.

#### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Accounting Assistant 2

In addition to the qualifications for the Accounting Assistant 1:

Knowledge of:

Advanced bookkeeping and financial record keeping methods and practices.

District policies and procedures related to financial services.

Ability to:

Independently perform responsible clerical accounts payable and receivable work.

Use specialized accounting software.

Experience and Training

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

Experience:

Two years of responsible journey experience performing duties similar to an Accounting Assistant 1 with the Palmdale Water District.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in accounting or a related field is desirable.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Approved: 12/16/2009

PALMDALE WATER DISTRICT

CUSTOMER SERVICE SUPERVISOR

FLSA Status: Exempt

DEFINITION

To plan, organize, direct and supervise customer service operations within the Customer Services division of the Administrative Services Department, and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Finance Manager/CFO.

Exercises direct supervision over assigned clerical/accounting support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for customer service operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in customer service operations including issuance of customer billings; receipt, posting and deposit of payments; processing of water service applications, and response to customer inquiries

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; conduct employee performance evaluations; work with employees to correct deficiencies; implement discipline procedures.

Ensure that customer accounts are properly established, maintained, and monitored; oversee water service application process.

Oversee daily processing of customer payments and receipts; ensure daily reconciliation of cash register and on-line credit card and other payment methods, ensure proper documentation for deposit transactions.

## Customer Service Supervisor

- 2 -

Ensure accurate billings are provided to customers on a regular and periodic basis; oversee collection activities for non-payment or late payments.

Oversee issuance of water service turn-on, shut-offs, and other service orders; ensure assigned staff comply with related District policies and procedures.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of utility accounting, billing, and record-keeping, including use of computerized systems.

Principles and practices of customer service and interaction with the public.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Record keeping techniques, research, and statistical methods.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

#### Ability to:

Organize, implement and direct customer service operations/activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures; explain regulations, policies, and procedures to the public, developers, contractors, consultants, and District staff.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation;

## Customer Service Supervisor

- 3 -

use telephone, write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Interpret and explain pertinent District and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

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

### Experience and Training

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

#### Experience:

Three years of increasingly responsible experience in customer service, credit operations, or utility billing; including one year providing technical and functional supervision over assigned personnel.

#### Training:

Equivalent to the completion of the twelfth grade supplemented by college course work in accounting, computer science or a related field.

### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Approved: 12/16/2009

12/16/09

## PALMDALE WATER DISTRICT

### ASSISTANT CUSTOMER SERVICE SUPERVISOR

FLSA Status: Exempt

#### DEFINITION

To organize, assign and review the work of assigned personnel engaged in clerical and accounting customer service activities including processing of billings and payments and response to customer inquiries; to perform duties requiring specialized knowledge; and to provide administrative support to assigned supervisor.

#### DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Customer Service Representative series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel and respond to and resolve sensitive or difficult customer situations. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

#### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Customer Service Supervisor.

Exercises technical and functional supervision over assigned customer service staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, and review the work of staff assigned to a variety of clerical and accounting customer service activities.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training; work with employees to correct deficiencies.

## Assistant Customer Service Supervisor

- 2 -

Accept applications for service and enter data into a computerized system; set up new accounts for residents or developers/contractors for new parcels and construction meters; review associated documents such as deeds, rental agreements, and drivers' licenses.

Interact with field staff regarding service start-up, and scheduled or immediate shut-downs; request investigation of field conditions, inconsistent or unusual meter readings, meter audits/meter re-reads; prepare related service tags and work orders.

Process and prepare delinquent closed accounts to be sent for collection or liens; process and prepare door tags for non-payment, returned checks and shut offs for non-payments.

Prepare and issue demand letters of payment to escrow companies; issue letters of denial to customers for deposit refund requests; place and release liens, stop collections activities.

Perform the most difficult work related to customer service duties including investigating and resolving sensitive and/or complex billing and collection matters.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of technical and functional supervision and training.

Practices and procedures related to accounting for cash receipts and maintenance of customer accounts.

Computerized customer service billing and reporting systems.

Principles and practices of customer service and interaction with the public.

#### Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff.

Perform the most complex duties related to customer service interactions and accounting processes.

## Assistant Customer Service Supervisor

- 3 -

Intermittently, review documents related to customer service operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain customer service and District policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk or stand at a public counter for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Perform a variety of difficult and complex financial recordkeeping and accounting support work.

Analyze difficult customer service problems, evaluate alternatives and resolve issues.

Communicate clearly and concisely, both orally and in writing.

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

### Experience and Training

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

#### Experience:

Two years of responsible journey level experience performing duties similar to a Customer Service Representative II with the Palmdale Water District.

#### Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in customer service billing and accounting, computer science or a related field is desirable.

### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Approved: 12/16/2009

12/16/09



PALMDALE WATER DISTRICT

CUSTOMER SERVICE REPRESENTATIVE 1  
CUSTOMER SERVICE REPRESENTATIVE 2

FLSA Status: Non-Exempt

DEFINITION

To perform a wide variety of clerical and accounting customer service duties; to issue water billings; to receive and process applications for service and payments for water service; to respond to customer inquiries and complaints; and to perform varied and routine general office support duties.

DISTINGUISHING CHARACTERISTICS

Customer Service Representative 1 - This is the entry level class in the Customer Service series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Customer Service Representative 1 class is distinguished from the 2 level by the performance of less than the full range of duties assigned to the 2 level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Customer Service Representative 2 - This is the journey level class in the Customer Service series and is distinguished from the 1 level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the 1 level.

This class is distinguished from the Assistant Customer Service Supervisor in that the latter is an advanced journey level class responsible for highly complex customer service clerical and accounting work and exercises technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Customer Service Representative 1

Receives immediate supervision from the Assistant Customer Service Supervisor; may receive technical and functional supervision from a Customer Service Representative 2.

Customer Service Representative 2

Receives general supervision from the Assistant Customer Service Supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Greet customers and the general public by telephone, via regular mail or electronic means, and at a public counter.

Respond to a variety of customer service questions and provide assistance regarding matters such as the status of accounts, water service application processes, water quality, and District policies and procedures; refer to appropriate departments as necessary.

Receive and process payments and customer deposits and general ledger receipts; sort payments by category and use a computerized system to enter payments, and balance and post data.

Balance cash receipts and prepare deposit documents; verify and reconcile computer produced reports and records; adjust customer accounts and grant payment extensions and waive fees as appropriate.

Generate billings; calculate and charge late fees and re-do billings as necessary; prepare collection letters; calculate and prepare refunds.

Accept applications for service and enter data into a computerized system; set up new accounts for residents or developers/contractors for new parcels and construction meters; review associated documents such as deeds, rental agreements, and drivers' licenses.

Interact with field staff regarding service start-up, and scheduled or immediate shut-downs; request investigation of field conditions, inconsistent or unusual meter readings, meter audits/meter re-reads; prepare related service tags and work orders.

Process and prepare delinquent closed accounts to be sent for collection or liens; process and prepare door tags for non-payment, returned checks and shut offs for non-payments; release liens or stop collections in accordance with District policies and regulations.

Perform a variety of clerical duties including typing, document scanning, filing, and mail distribution; prepare and distribute customer service billing and revenue reports.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Customer Service Representative 1

Knowledge of:

Modern office procedures, methods, and computer systems and equipment.

Principles and practices of customer service and interaction with the public.

Basic record keeping practices and procedures.

Basic arithmetic functions including addition, subtraction, multiplication, division and calculation of percentages and fractions.

Principles and practices of basic business correspondence including proper English usage, spelling, punctuation, and grammar.

Ability to:

Perform a wide variety of clerical and accounting customer service duties.

Intermittently, review documents related to assigned duties; observe, identify and problem solve office operations and procedures; understand, interpret and explain District and department policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; lift or carry weight up to 20 pounds.

Learn to use specialized customer service information software.

Learn pertinent District and department policies.

Learn principles and practices of billing and collections; learn to apply balancing techniques with speed and accuracy.

Perform rapid and accurate arithmetic calculations; use a 10 key calculator.

## Customer Service Representative 1/2

- 4 -

Perform detailed and accurate clerical work while experiencing frequent interruption.

Set up and maintain manual and computerized records, files, and accounts.

Obtain customer information by asking relevant questions; deal firmly and courteously with the public.

Analyze situations quickly and objectively; determine proper course of action within scope of assigned responsibility.

Communicate clearly and concisely, both orally and in writing.

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

### Experience and Training

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

#### Experience:

One year of clerical and accounting experience in a customer service environment is desirable.

#### Training:

Equivalent to the completion of the twelfth grade.

### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Customer Service Representative 2

In addition to the qualifications for the Customer Service Representative 1:

Knowledge of:

Advanced practices and procedures related to accounting for cash receipts and maintenance of revenue accounts.

District policies and procedures related to billings, account maintenance, and application for service.

Ability to:

Independently perform responsible clerical and accounting customer service work.

Use specialized customer service information software.

Experience and Training

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

Experience:

Two years of responsible journey experience performing duties similar to a Customer Service Representative 1 with the Palmdale Water District.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in customer service billing and accounting, or a related field is desirable.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Approved: 12/16/2009

12/16/09

PALMDALE WATER DISTRICT

FIELD SERVICE SUPERVISOR

FLSA Status: Exempt

DEFINITION

To plan, organize, direct and supervise water meter reading and related field service operations within the Customer Service division of the Administrative Services Department; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Customer Service Supervisor.

Exercises direct supervision over assigned field service staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for water meter reading and field service activities; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in meter reading and field service activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for materials, equipment, supplies, and services; monitor and control expenditure.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Coordinate with contractors regarding testing and repair of compound meters; ensure timely action to avoid loss of water service.

Oversee change-out program of meter and radio read units; ensure proper maintenance of equipment/system and conduct related field visits on a periodic basis.

Resolve water quality, water pressure, or other field complaints/issues by direct action and/or through referral to appropriate District staff.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of water utility reading and consumption recording.

Equipment, tools and materials used in water utility reading and consumption recording.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

#### Ability to:

Organize, implement and direct water meter reading and related field customer service operations/activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently walk or stand in the field and sit while driving a vehicle; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight up to 50 pounds.

Interpret and explain pertinent water meter reading/recording and related District and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Work outdoors in a variety of weather conditions; be available for call back.

Communicate clearly and concisely, both orally and in writing.

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

#### Experience and Training

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

##### Experience:

Three years of increasingly responsible experience in water meter reading and consumption reporting/minor repair of meters; including one year providing technical and functional supervision over assigned personnel.

##### Training:

Equivalent to the completion of the twelfth grade supplemented by college course work in water utility systems, methods, and procedures or a related field.

#### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Distribution Operator Grade 2 Certificate as issued by the State of California Department of Public Health.

Possession of a Distribution Operator Grade 3 Certificate as issued by the State of California Department of Public Health is desired.

Approved: 12/16/2009

12/16/09



## PALMDALE WATER DISTRICT

### SENIOR FIELD SERVICE TECHNICIAN

FLSA Status: Non-Exempt

#### DEFINITION

To organize, assign and review the work of assigned personnel engaged in reading water meters and recording customer water consumption and in performing a variety of field service functions; to perform duties requiring specialized knowledge; and to provide administrative support to the Field Service Supervisor.

#### DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Field Service Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel and resolve difficult or sensitive issues in the field with inspectors, contractors, or customers and make difficult meter calibrations. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

#### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Field Service Supervisor.

Exercises technical and functional supervision over assigned field service staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, and review the work of staff assigned to a variety of water meter reading and customer consumption recording duties.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training; work with employees to correct deficiencies.

Senior Field Service Technician

- 2 -

Read water meters and record consumption.

Monitor consistency and accuracy of meter readings; document and report unusual readings and/or circumstances for follow up; perform leak detection checks as requested or according to observation.

Re-read meters in cases of unusual billings or consumption patterns; conduct flow tests to assess accuracy of meter readings.

Respond to customer inquiries or complaints in the field, including matters such as water conservation, water delivery service, water quality, meter reading accuracy, and high/low water pressure.

Confirm accurate water meter registration/consumption readings.

Perform equipment calibration and pressure checks; pull meters for shop service and install new meters as necessary.

Distribute and place door hanger tags as notification regarding non-payment and related matters, and scheduled and/or emergency shut-offs.

Interact with the public while performing meter reading duties and receive, record, and report complaints or concerns, including high levels of water usage; follow up as needed, including issuance of fines.

Turn on or turn off water service per authorized instructions; shut and lock services; remove meters as directed.

Work with customer service and engineering staff in verifying addresses for new or existing water services to confirm accurate installation, service and billing addresses.

Diagnose, repair, or replace radio transmitting devices or non-functional registers on water meters.

Perform the most difficult work related to meter reading and recording of customer water consumption including resolving sensitive issues in the field with inspectors, contractors, or customers, making difficult meter calibration, and handling difficult meter re-readings and change-out of meters.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision and training, including safety practices and related record-keeping.

Pertinent water utility industry standards and regulations.

Methods, techniques, tools, equipment and materials used in installation, maintenance, repair, and testing of water meters and meter reading devices.

Basic principles of arithmetic, including addition, subtraction, multiplication, division, and percentages.

Computer skills as necessary to perform job duties.

Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff.

Perform the most complex duties related to water meter reading, meter calibration, installation, maintenance, repair, and testing duties.

On a continuous basis, know and understand operations and observe safety rules; intermittently analyze problem situations and/or equipment; identify and interpret technical and numerical information; observe and problem solve operational and technical policies and procedures; determine compliance; identify, interpret, explain and enforce violations; identify and locate site locations, interpret work orders, remember equipment locations and explain job to others.

Intermittently, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 50 pounds.

Design, modify, and schedule meter route activities to accomplish maximum efficiency and effectiveness.

Operate and program automated meter reading equipment.

Work outdoors in a variety of weather conditions.

Work assigned shift schedules, be available for call back.

## Senior Field Service Technician

- 4 -

Keep records and make reports; use a personal computer to enter and retrieve data; track works status and communicate electronically.

Communicate clearly and concisely, both orally and in writing.

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

### Experience and Training

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

#### Experience:

Two years of responsible journey level experience performing duties similar to a Field Service Technician 2 with the Palmdale Water District.

#### Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in water utility systems, methods, and procedures or a related field is desirable.

### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Distribution Operator Grade 2 Certificate as issued by the State of California Department of Public Health.

Possession of a Distribution Operator Grade 3 Certificate as issued by the State of California Department of Public Health is desired.

May be required to obtain special certifications.

Approved: 12/16/2009

12/16/09

## PALMDALE WATER DISTRICT

### FIELD SERVICE TECHNICIAN 1 FIELD SERVICE TECHNICIAN 2

FLSA Status: Non-Exempt

#### DEFINITION

To perform a variety of field service activities including installation, repair, and calibration of water meters and radio transmitting devices; to read, collect, and record water consumption from meters; and to interact with the public in the course of field activities.

#### DISTINGUISHING CHARACTERISTICS

Field Service Technician 1 - This is the entry level class in the Field Service Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Field Service Technician 1 class is distinguished from the 2 level by the performance of less than the full range of duties assigned to the 2 level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Field Service Technician 2 - This is the journey level class in the Field Service Technician series and is distinguished from the 1 level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the 1 level.

This class is distinguished from the Senior Field Service Technician in that the latter resolves difficult or sensitive issues in the field, makes difficult meter calibrations, and provides technical and functional supervision over assigned personnel.

#### SUPERVISION RECEIVED AND EXERCISED

##### Field Service Technician 1

Receives immediate supervision from the Field Service Supervisor; receives technical and functional supervision from the Senior Field Service Technician.

##### Field Service Technician 2

Receives general supervision from the Field Service Supervisor; receives technical and functional supervision from the Senior Field Service Technician.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Confirm accurate water meter registration/consumption readings; make equipment adjustments, including routine re-settings; and/or prepare service orders for shop repair or field replacement.

Perform equipment calibration and pressure checks; pull meters for shop service and install new meters as necessary.

Identify radio transmitter problems; install/repair transmitting devices and wiring, as necessary.

Distribute and place door hanger tags as notification regarding non-payment and related matters, and scheduled and/or emergency shut-offs.

Read consumption based water meters on assigned routes; record readings via automated devices or manually as necessary.

Review consistency and accuracy of meter readings; document and report unusual readings and/or circumstances for follow up; perform leak detection checks as requested or according to observation.

Re-read meters in cases of unusual billings or consumption patterns.

Turn on/off water service per authorized instructions; shut and lock services; remove meters as directed.

Interact with the public while in the field; receive, record, and report complaints or concerns; follow up as needed and refer to other District staff as appropriate.

Work with customer service and/or engineering staff in verifying addresses for new or existing water services to confirm accurate construction, service, and billing addresses.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Field Service Technician 1

Knowledge of:

Basic principles of arithmetic, including addition, subtraction, multiplication, division, and percentages.

Basic practices and methods of record keeping.  
Basic practices of customer service interaction.

Ability to:

Perform a variety of field service activities related to the installation, repair, and reading of water meters.

On a continuous basis, know and understand operations and observe safety rules; intermittently analyze problem situations and/or equipment; identify and locate site locations; interpret work orders, remember equipment location, and explain job to others.

Intermittently, sit while studying or preparing reports and/or driving; bend, squat, kneel, twist, and walk long distances when performing field duties; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight up to 50 pounds.

Learn geography and street/road locations within the District's jurisdiction.

Learn to use a computer to enter and retrieve data.

Learn to use manual methods and electronic equipment used in collecting and recording meter readings.

Learn to identify minor problems with water meters and data collection/recording devices.

Deal tactfully with customers encountered in the field.

Work outdoors in a variety of weather conditions.

Work assigned shift schedules; be available for call back.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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

Experience:

One year of experience in a position involving substantial public contact is desirable.

Training:

Equivalent to completion of the twelfth grade.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

Possession of, or ability to obtain, a Distribution Operator Grade 1 Certificate as issued by the State of California Department of Public Health.

Possession of a Distribution Operator Grade 2 Certificate as issued by the State of California Department of Public Health is desired.

Field Service Technician 2

In addition to the qualifications for the Field Service Technician 1:

Knowledge of:

Repair and installation of utility meters and meter reading/recording devices and related equipment.

Advanced customer service practices.

Ability to:

Install, repair, and calibrate various meter reading consumption devices, including meter recording and data transmission devices and equipment.



Experience and Training

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

Experience:

Two years of responsible journey experience similar to a Field Service Technician 1 with the Palmdale Water District.

Training:

Equivalent to completion of the twelfth grade.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Distribution Operator Grade 1 Certificate as issued by the State of California Department of Public Health.

Possession of a Distribution Operator Grade 2 Certificate as issued by the State of California Department of Public Health is desired.

Approved: 12/16/2009

12/16/09

# PALMDALE WATER DISTRICT

## PERSONNEL COMMITTEE MEMORANDUM

**DATE:** May 30, 2012

**Meeting Date:** June 4, 2012

**TO:** PERSONNEL COMMITTEE

**VIA:** Mr. Dennis LaMoreaux, General Manager

**FROM:** Mrs. Jeannie Burns, Human Resources Manager

**RE:** *AGENDA ITEM NO. 4.3 - DISCUSSION AND POSSIBLE ACTION ON EMPLOYEE BENEFIT COST SAVINGS MEASURES.*

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### **Recommendation:**

Staff recommends that the Personnel Committee approve for staff to move forward with two of the cost savings measures regarding employee benefits.

The first consideration is the **“Dual Medical Coverage”** option. Employee participants currently enrolled in two medical plans can opt out of the District’s medical plan if they are covered by another insurance plan. District employees who meet this eligibility requirement may elect a Cash-in-Lieu benefit when proof of coverage has been provided to the District. The suggested cash-in-lieu benefit to employees would be a monthly taxable stipend of \$450 paid monthly or placed in an employee’s deferred compensation account.

New employees that are eligible for the District’s health benefits may enroll in the Cash-in-Lieu benefit after the sixty (60) day waiting period. They must provide documentation as proof of coverage in another plan prior to receiving the benefit. In the event any employee loses health coverage due to a “qualifying event” (marriage, divorce, etc.), he/she may re-enroll in the District’s health plan by providing proof of the loss of such coverage.

### **Financial Impact:**

If the highest premium of \$1,567.93 for the category of employee plus two or more is considered, the annual cost to the District is \$18,815.16. The \$450 stipend equals \$5,400/annually. Thus, if only six (6) employees participated in this option, the District could realize a cost savings of approximately \$80,490.

### **Recommendation:**

The second consideration is the **Vacation/Personal Day Purchase Program**. This program could help generate cost savings for the District and help “fill the gaps” created by decreasing revenue. The Program provides employees with the ability to purchase up to ten vacation/personal days and provide more flexibility in scheduling their time off while allowing them to pay quarterly or divide

PERSONNEL COMMITTEE  
PALMDALE WATER DISTRICT

VIA: Mr. Dennis LaMoreaux, General Manager

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May 30, 2012

the cost across all twenty-six pay days throughout the year. Even employees who may not necessarily need extra vacation/personal days can participate in the program as a way to do their part in keeping the District “whole” during these tough economic times.

**Financial Impact:**

If all 86 employees participated in the Vacation/Personal Day Purchase Program to purchase just one day each, financial indications reveal a savings of approximately \$24,000 based on an eight-hour day. This savings, combined with the Cash-in-Lieu Stipend Program, could potentially realize an approximate savings of over \$100,000 for the District.

**Strategic Plan Element:**

The Cash-in-Lieu Program and the Vacation/Personal Day Purchase Program are part of Strategic Element 4.0 (Personnel Management) and Strategic Element 6.0 (Financial Management).

## **D. The Progressive Discipline Process**

The progressive discipline process may take the form of an informal discussion. If the problem persists, a written corrective may then be issued confirming you have been made aware of any problem, that an interview has taken place and that you understand what must take place for satisfactory resolution. A second written corrective may also be issued, with termination a possible final consequence.

As indicated in the Work Guidelines section of this handbook, certain instances of gross misconduct could lead to immediate termination.

## **E. Employee Grievances or Concerns**

The District encourages those of you who may be experiencing work performance problems, employee-supervisory concerns, peer disturbances or other concerns to bring them to the attention of your supervisor, manager and/or to the Human Resources Manager.

The District defines a grievance as an expressed dissatisfaction by employees pertaining to conditions of their employment. Complaints may include such things as discipline, transfer, job posting, harassment, unfair assignment, overtime, vacation or holiday time, a personal request that has been denied, etc.

Step 1: Discuss your complaint with your immediate supervisor as soon as possible. If you are not satisfied with the response in five days, take your complaint to Step 2.

Step 2: Submit your complaint in writing to the department manager within five days after completion of Step 1. If the complaint is not mutually resolved, go to Step 3.

Step 3: Submit your written complaint to Human Resources. Human Resources will schedule a meeting with the supervisor and department manager. The facts of the complaint will be examined thoroughly and confidentially. The employee will be informed of the decision within ten working days after that meeting.

If the employee disagrees with the decision made at Step 3, an appeal to the General Manager can be filed within five working days after the meeting referenced in Step 3. When the employee makes a formal appeal, the Human Resources Manager will talk with the employee about the areas of concern, documenting the discussion in an appeal statement that can be viewed by the employee and signed. Human Resources and the General Manager will have 15 days in which to review the matter, make a final determination concerning the appeal, and communicate the decision to the

employee. The decision rendered by the Human Resources Manager and General Manager shall be considered final.

Nothing in this Section D shall in any way abrogate or alter a District employee's status as an "at will" employee of the District, who is subject to dismissal from employment at any time for any reason, or for no reason.

## **F. Alcohol-Drug Free Workplace**

### **Substance Abuse Policy.**

- 1) **General Policy; Purpose.** It is the policy of the District to create a drug free work place in keeping with the spirit and intent of the Drug Free Work Place Act of 1988. The use of alcohol and/or controlled substances in the work place is inconsistent with the behavior expected of District employees and subjects all employees, residents and visitors to unacceptable safety risks, undermining the District's ability to operate effectively and efficiently. In this connection, the unlawful manufacture, distribution, dispensation, possession, sale or use of prohibited substances, as defined in subdivision 3, below, in the workplace or while engaged in the District's business away from the District's premises is strictly prohibited. Such conduct is also prohibited during non-working time to the extent that, in the District's opinion, it impairs an employee's ability to perform his or her on-the-job duties or threatens the District's reputation or integrity.

The District has established this Substance Abuse Policy to provide the greatest degree of protection possible to the public and to District employees. The purpose of this policy is to ensure worker fitness for duty and protect our employees and the public from risks posed by the use of alcohol and controlled substances, to ensure the safe and efficient performance of employee duties, to reduce absenteeism and tardiness, to promote productivity, and to cooperate with the rehabilitation of those employees who seek such help. The District recognizes that drug, alcohol and other controlled substance abuse of employees in the work place is a serious and growing problem of nation-wide proportions. The District is taking this opportunity to reaffirm its commitment to a drug and alcohol free work place. Employees convicted of controlled substance-related violations in the workplace, including pleas of nolo contendere (i.e., no contest) must inform the District within five (5) days of such conviction or plea. Employees who violate any aspect of this policy may be subject to disciplinary action, up to and including dismissal. At its discretion, the District may require employees who violate this policy to successfully complete a drug abuse assistance or rehabilitation program as a condition of continued employment.

- 2) **Applicability.** As a condition of employment, all employees are required to comply with all applicable personnel policies and rules.

PALMDALE WATER DISTRICT

HUMAN RESOURCES MANAGER

FLSA Status: Exempt

DEFINITION

To plan, organize, direct and review the activities and operations of the Human Resources Department including recruitment/selection, classification/compensation, benefits administration, employee relations, and risk management/safety; to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the General Manager/CEO and Assistant General Manager/COO.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager/CEO and Assistant General Manager/COO.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan and implement department goals and objectives; recommend and administer policies and procedures.

Coordinate department activities with those of other departments and outside agencies and organizations; provide staff assistance to the Board of Directors, General Manager/CEO, and Assistant General Manager/COO; prepare and present staff reports and other necessary correspondence.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Supervise and participate in the development and administration of the Human Resources budget; direct the forecast of additional funds needed for staffing, equipment, materials, supplies, services, and benefit and liability insurance requirements; monitor and approve expenditures; implement mid-year adjustments.

Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Plan, coordinate, and participate in recruitment/selection activities, perform classification audits and maintain the District's classification plan; conduct periodic or special compensation surveys and prepare recommendations related to the District's compensation plan.

Administer the District's benefits program, including health and retirement programs; ensure and monitor appropriate coverage in consultation with brokers and insurers.

Mediate problems and resolve employee relations issues; develop and initiate solutions and monitor results.

Oversee risk management and safety functions, including on-going training and work-site inspections, and coordination of Worker's Compensation activities.

Represent the department to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of human resources administration, including methods and techniques used in recruitment/selection, classification/compensation, and benefits administration.

Principles and practices of risk management and liability.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal laws, rules and regulations.

Organizational and management practices as applied to the analysis and evaluation of programs.

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.

Ability to:

Plan, direct and control the administration and operations of the Human Resources Department.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports and related documents; know and interpret laws, regulations, codes and procedures; observe performance and evaluate staff; problem solve department related issues; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Prepare and administer department budgets.

Develop and implement department policies and procedures.

Supervise, train and evaluate assigned personnel.

Gain cooperation through discussion and persuasion.

Analyze problems; identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply District and department policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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



Experience:

Seven years of increasingly responsible experience in human resource management including three years of administrative and management responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in human resource management, business or public administration or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Approved: 12/16/2009