



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Cross-Connection Control Coordinator
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GENERAL PURPOSE

Under direction, coordinates the Cross-Connection/Backflow Prevention Program to ensure compliance with state and local regulations; independently performs difficult and responsible technical and administrative work associated with specialized cross-connection and backflow prevention reports, research, billing services, and related program demands; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Cross-Connection Control Coordinator performs detailed and highly responsible work in administering and coordinating the activities of the Cross-Connection Program. Assignments require close coordination with engineers, developers, contractors, property owners and District personnel in ensuring compliance with regulatory requirements. The incumbent is responsible for monitoring, tracking, coordinating, and inspecting new and existing projects. The work requires a thorough knowledge of Cross-Connection backflow rules, regulations, policies, and procedures and the use of initiative and judgment carried out with a high degree of accuracy.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Water Operations Supervisor. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Coordinates the Cross-Connection Control and Backflow Prevention Program to ensure compliance with state and local regulations; recommends, develops and designs various program elements.
- Monitors agricultural, commercial, residential and municipal water accounts to ensure compliance with District and regulatory requirements in regards to cross-

- connection control; determines, through regulatory requirements or involved departments, the type of protection and/or installation of cross-connection control.
- Investigates complaints regarding backflow installations, backflow events, and theft, and enforces compliance with relevant ordinances and regulations; writes up work orders for internal backflow issues that need additional departments' involvement.
 - Schedules and prioritizes workload and sets compliance deadlines; coordinates onsite inspections to ensure proper installation of approved devices and to ensure the need for backflow protection; schedules and coordinates activities with customers and District personnel.
 - Constructs and maintains spreadsheets for reports for the District and regulatory agencies; distributes reports for outside requests from other agencies.
 - Processes billing information as pertains to charges or fees assessed to customer; documents activities in automated systems.
 - Represents the interests of the District at workshops, seminars, committees and outside organizations; serves as District staff representative for backflow orientation and provides training and informational meetings with District staff.
 - Responds to customer requests for information in-person, by telephone and fax; schedules and quotes backflow retrofit rates and creates agreements pertaining to retrofits.
 - Serves as the initial contact and will follow the project through to completion, including agreement preparation, site documentation, and ongoing communication/updates to customers and District personnel.
 - Observes and complies with all District and mandated safety rules, regulations, and protocols.
 - Performs other related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a cross-connection control program including characteristics of water systems, and cross connection/plumbing related devices.
- Principles and practices of program coordination and implementation.
- Typical cross-connection control system problems and prevention methods.
- Basic engineering and construction terminology.
- The District's and mandated rules and regulations in assigned areas of responsibility.
- Policies and procedures for billing, credit and collections.
- The District's rate structure for cross connection services.
- District and mandated safety rules, regulations, and protocols.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Prepare clear and concise records, reports, correspondence and other written materials.
- Plan and coordinate program services with District staff, external agencies, and customers.
- Read and interpret plumbing blueprints, irrigation plans drawings, specifications, and technical manuals.
- Participate in department efforts to identify actual or potential cross-connections needed.
- Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
- Interpret and apply District and mandated rules, policies and procedures for cross-connection control programs.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Three (3) years of progressively responsible cross-connection control program administrative experience.
- Bilingual - fluency in Spanish is preferred.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.
- Cross-Connection Specialist Certification.
- State of California Water Distribution Operator Certificate Grade I must be obtained within 12 months from date of hire into this classification.
- Recycled Water Site Supervisor certificate must be obtained within 12 months from date of hire into this classification.

PHYSICAL DEMANDS

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

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen, and to operate a motor vehicle and visit various District sites; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas, walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and primate representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Cross-Connection Control Coordinator
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Cross-Connection Control Coordinator. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____