

1. Agenda

Documents:

[2020 0219 ADMIN COMMITTEE AGENDA.PDF](#)

2. Meeting Materials

Documents:

[2020 0219 ADMIN COMMITTEE AGENDA PACKET.PDF](#)



**VALLEY COUNTY WATER DISTRICT**  
**14521 RAMONA BOULEVARD**  
**BALDWIN PARK, CA 91706**  
**OFFICE: (626) 338-7301 / FAX (626) 814-2973**  
**<http://www.vcwd.org>**

## **ADMINISTRATIVE COMMITTEE MEETING**

The Administrative Committee is responsible for discussing, developing, and reviewing changes in the policies, regulations, and administrative functions of the District.

### **DATE & LOCATION:**

Wednesday, February 19, 2020 at 2:00PM  
Valley County Water District  
14521 Ramona Boulevard  
Baldwin Park, Ca 91706

### **COMMITTEE MEMBERS:**

Jazmin Lopez, Chairperson  
Margarita Vargas, Co-Chairperson  
David L. Muse, Alternate Member

### **A. CALL TO ORDER**

- ❖ Pledge of Allegiance

### **B. PUBLIC COMMENT**

### **C. DISCUSSION/INFORMATION ITEMS**

1. Discuss Recommendation for Director Reporting from External Agency Meetings
2. Discuss Proposed Organizational Chart
3. Discuss Job Descriptions for Proposed Positions

### **D. ADJOURNMENT**

**Next Meeting Scheduled: To Be Determined.**



**VALLEY COUNTY WATER DISTRICT**  
**14521 RAMONA BOULEVARD**  
**BALDWIN PARK, CA 91706**  
**OFFICE: (626) 338-7301 / FAX (626) 814-2973**  
**<http://www.vcwd.org>**

## **ADMINISTRATIVE COMMITTEE MEETING**

The Administrative Committee is responsible for discussing, developing, and reviewing changes in the policies, regulations, and administrative functions of the District.

### **DATE & LOCATION:**

Wednesday, February 19, 2020 at 2:00PM  
Valley County Water District  
14521 Ramona Boulevard  
Baldwin Park, Ca 91706

### **COMMITTEE MEMBERS:**

Jazmin Lopez, Chairperson  
Margarita Vargas, Co-Chairperson  
David L. Muse, Alternate Member

### **A. CALL TO ORDER**

- ❖ Pledge of Allegiance

### **B. PUBLIC COMMENT**

### **C. DISCUSSION/INFORMATION ITEMS**

1. Discuss Recommendation for Director Reporting from External Agency Meetings
2. Discuss Proposed Organizational Chart
3. Discuss Job Descriptions for Proposed Positions

### **D. ADJOURNMENT**

**Next Meeting Scheduled: To Be Determined.**



VALLEY COUNTY WATER DISTRICT  
Administrative Committee  
Wednesday, February 19, 2020

---

**AGENDA ITEM:**

**A**

**CALL TO ORDER**

---

**Meeting Called to Order At:**

\_\_\_\_\_

**Meeting Chaired By:**

\_\_\_\_\_

**Others Present:**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



VALLEY COUNTY WATER DISTRICT  
Administrative Committee  
Wednesday, February 19, 2020

---

**AGENDA ITEM:**

**B**

**PUBLIC COMMENT**

---

❖ Anyone wishing to discuss items on and not on the agenda may do so at this time. A three-minute time limit on remarks is requested.

**MEMBERS OF THE PUBLIC:**

**COMMENTS:**

❖ \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

❖ \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

❖ \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**VALLEY COUNTY WATER DISTRICT  
Administrative Committee  
Wednesday, February 19, 2020**

---

**AGENDA ITEM:**    **C1**    **PRESENTATION / DISCUSSION**  
**Discuss Recommendation for Director Reporting from External Agency Meetings**

---

❖ **REPORT TO THE BOARD OF DIRECTORS:**



# VCWD Board of Directors External Agency Meetings

<b>City Council Meetings</b>
Baldwin Park City Council
Irwindale City Council
West Covina City Council
Azusa City Council

<b>Upper San Gabriel Valley Municipal Water District Meetings</b>
Board of Directors
Administration & Finance Committee
Water Resources & Facilities Management Committee
Government Affairs & Community Outreach Committee

<b>Main San Gabriel Basin Watermaster</b>
Board of Directors
Basin Water Management Committee
Administrative Committee
Finance Committee

<b>San Gabriel Basin Water Quality Authority (WQA)</b>
Board of Directors
Administrative/Finance Committee
Engineering Committee
Legislative/ Public Information/ Education Committee

<b>Southern California Water Utilities Association (SCWUA)</b>
Monthly Luncheon

<b>San Gabriel Valley Water Association</b>
Quarterly Meeting

<b>Three Valleys Municipal Water District</b>



VALLEY COUNTY WATER DISTRICT  
Administrative Committee  
Wednesday, February 19, 2020

---

**AGENDA ITEM:**

**C2**

**DISCUSSION/INFORMATION ITEM**

Discuss Proposed Organizational Chart

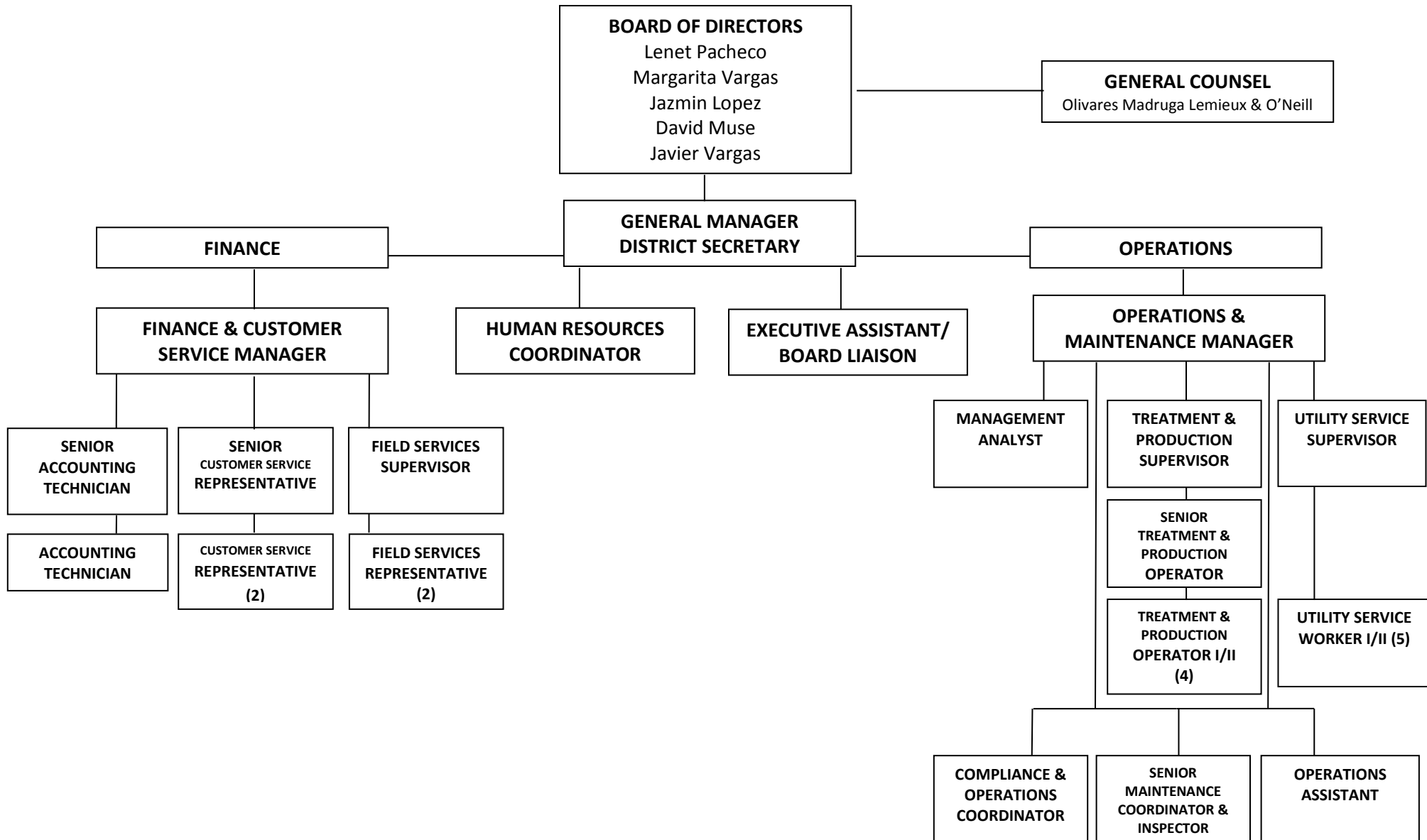
---





*Approved by the Board of Directors  
on May 28, 2019*

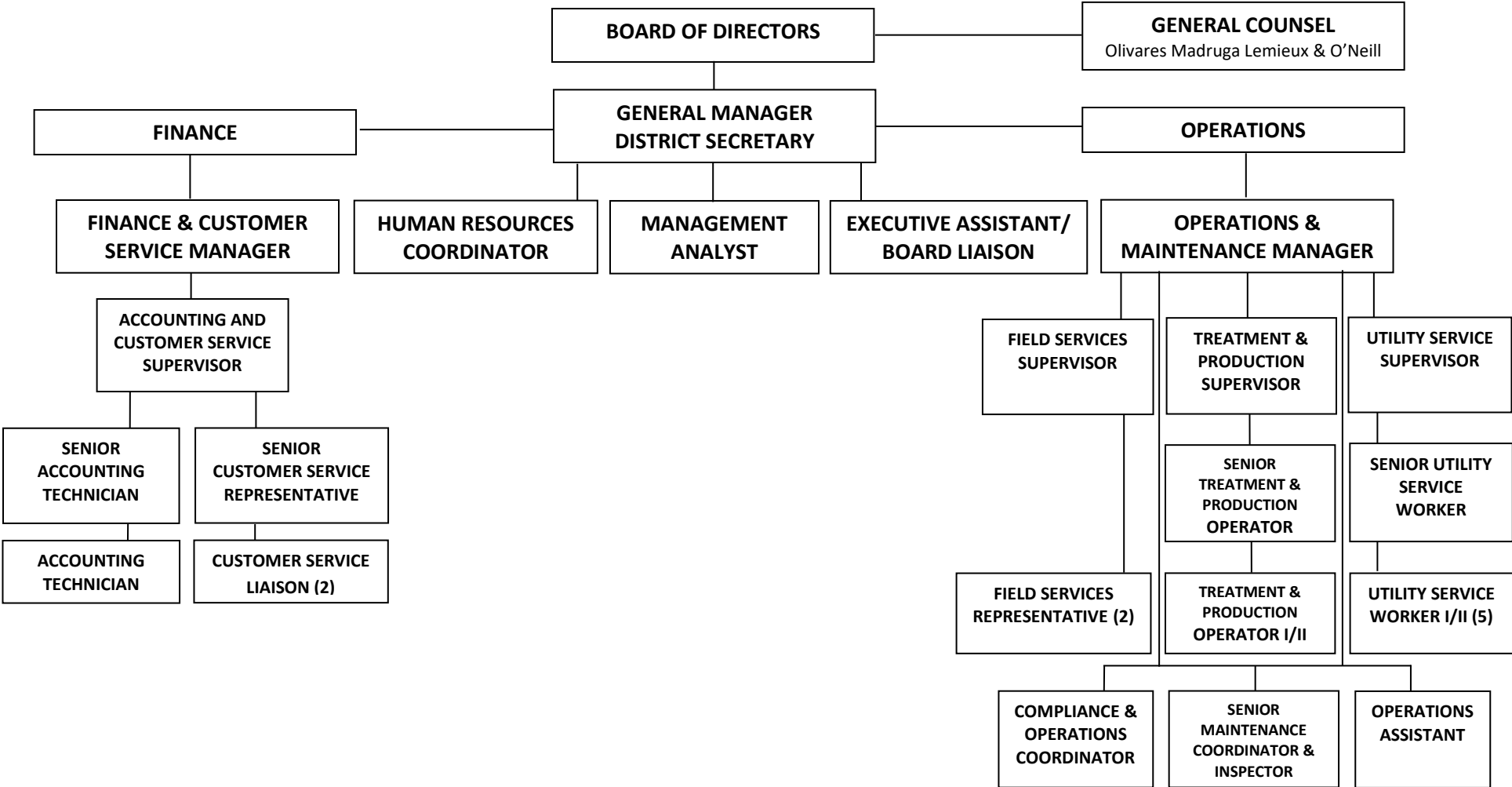
## VALLEY COUNTY WATER DISTRICT Organizational Chart – 29 Positions





**DRAFT**

**VALLEY COUNTY WATER DISTRICT**  
**Organizational Chart – 31 Positions**





**VALLEY COUNTY WATER DISTRICT  
Administrative Committee  
Wednesday, February 19, 2020**

---

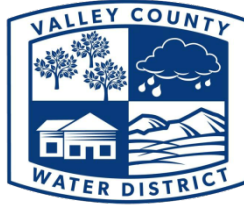
**AGENDA ITEM:**

**C3**

**DISCUSSION/INFORMATION ITEM**

**Discuss Job Descriptions for Proposed Positions**

---



**VALLEY COUNTY WATER DISTRICT  
JOB CLASS SPECIFICATION  
SENIOR UTILITY SERVICE WORKER**

**GENERAL PURPOSE**

Under general supervision from the Utility Service Supervisor, performs a variety of lead-level work in the construction, modification, maintenance, and repair of District water distribution system and infrastructure; uses and operates a variety of manual and power tools and light to heavy power-driven equipment; and performs related work as required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential duties and responsibilities listed below are intended only as illustrations of the various types of work effort that may be performed by the Customer Service Liaison. The omission of specific statements of duties does not exclude them from being completed by the Customer Service Liaison if the work is similar or related to this job class specification:

1. Leads Utility Service Workers in construction, maintenance, and repairs of District water utilities systems and infrastructure, including fire hydrants, pipelines, water production facilities and related pumping equipment, residential and commercial water meters, valve cans, meter boxes, water distribution valves, storage tanks, and related facilities.
2. Performs water meter maintenance, including installing new meters, testing and repairing meters of various sizes, repairing leaks, and replacing meters as necessary; installs service lines and accounts for the installation of new and replacement meters; flushes water mains to ensure water quality standards.
3. Shuts down pre-designated water lines for routine maintenance and emergency situations; locates and raises valves; ensures proper shut-down of services; and updates records following the installation of new valves.
4. Observes variations in operating conditions by interpreting meter, gauge, graph readings, and tests results.
5. Repairs concrete after water distribution system maintenance, including sidewalk panels, structural foundations and temporary street patches.
6. Operates and maintains hand and power tools and light, medium, and heavy-duty equipment such as backhoes, skip loaders, dump trucks, forklifts, and other equipment;
7. Responds to service calls and customer complaints; turns water service on and off; responds to after-hours emergencies and assists other staff as needed in emergency or relief situations; performs on-call, stand by duty on a regular basis.
8. Serves as a backup to the Utility Service Supervisor.

## **OTHER DUTIES**

1. Assists in reading water meters on assigned routes and records readings when needed.
2. Prepares and maintains logs, records, and reports on a variety of water distribution system operations, tests, system maintenance performed, operating conditions, and inspections.
3. Takes samples to measure system performance and ensure compliance with water quality standards.
4. Inspects District infrastructure for safety issues, structural integrity, and possible future work projects and programs; appropriately marks areas that need to be repaired.
5. Notifies supervisor the need for repair or additional maintenance as found during routine inspection and cleaning activities; prepares work orders or notes service requirements.
6. Performs related duties as assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Maintenance principles, practices, tools, and materials for maintaining and repairing potable water distribution main and lateral pipeline systems, including complex residential and commercial water meters, valve cans, meter boxes, and water distribution valves.
2. Basic mechanical, electrical, and hydraulic principles; operation and minor maintenance of hand and power tools, vehicles, and power equipment.
3. Operational characteristics of specialized water utilities maintenance and repair equipment.
4. Occupational hazards and safety equipment and practices related to the work, including the handling of hazardous chemicals including CAL OSHA rules and standards.
5. Basic troubleshooting and repair estimation principles and practices; basic computer skills, record keeping principles and procedures.
6. Traffic control procedures and traffic sign regulations.
7. Customer service by effectively dealing with the public, vendors, contractors, and District staff.

### **Ability to:**

1. Troubleshoot maintenance problems and determine materials and supplies required for repair.
2. Safely operate light, medium, and heavy-duty construction equipment.
3. Locate underground utilities by use of blueprints and electronic locating equipment in accordance with Underground Service Alert (USA) regulations.
4. Understand, apply, and ensure compliance with applicable federal, state, and local laws and regulations, and District policies and procedures; practice safe work habits.
5. Read, interpret, and apply technical information from manuals, drawings, specifications,

layouts, blueprints, and schematics.

6. Follow department policies and procedures related to assigned duties.
7. Understand and follow oral and written instructions in English to communicate in person, over the telephone, and in writing.
8. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Training and Experience:**

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

1. Graduation from high school or G.E.D. equivalent;
2. Three (3) years of experience as a Utility Service Worker with the Valley County Water District.

**Licenses; Certificates; Special Requirements:**

1. Possession of a valid California class C driver’s license and satisfactory driving record.
2. Possession of a California Water Treatment Operator Grade 2 Certificate and a California Water Distribution Operator Grade 3 Certificate issued by the California State Water Resources Control Board or American Water Works Association (AWWA).

**PHYSICAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

1. Strength, stamina, and mobility to perform medium to heavy physical work
2. Hearing and vision within normal ranges with or without corrective devices
3. Finger dexterity is needed to access, enter, and retrieve data using a computer and tools
4. Bend, stoop, kneel, reach, and climb to perform work and inspect work sites
5. Must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds, or heavier weights with the use of proper equipment

**ENVIRONMENTAL ELEMENTS**

1. Employees work in the field and are exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confined workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes.
2. Irregular or extended work hours: Required to work on Stand-by and work overtime.

**Please Note:** *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.*



**VALLEY COUNTY WATER DISTRICT  
JOB CLASS SPECIFICATION  
ACCOUNTING & CUSTOMER SERVICE SUPERVISOR**

**GENERAL PURPOSE**

Under direction from the Finance & Customer Service Manager, supervises all functions of the accounting and customer service departments; reviews all accounting transactions for accounts receivable, accounts payable, utility billing, construction in progress, and inventory; supervises the activities and responsibilities of the accounting and customer service employees; and performs related duties as required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential duties and responsibilities listed below are intended only as illustrations of the various types of work effort that may be performed by the Accounting & Customer Service Supervisor. The omission of specific statements of duties does not exclude them from being completed by the Accounting & Customer Service Supervisor if the work is similar or related to this job class specification.

1. Provides leadership in all daily activities of the accounting and customer service functions; supervises and directs the development and implementation of policies and procedures applicable to functional responsibilities;
2. Evaluates the performance of the accounting and customer service employees; provides coaching for performance improvement; recommends salary-based increases and disciplinary action;
3. Supervises accounting and customer billing functions; supports in maintaining general ledger (GL) accounts and supporting subsidiary ledgers; reconciles schedules and statements to substantiate GL balances; researches discrepancies and processes adjusting journal entries to reconcile and support GL balances; supports in preparing regular and special financial reports for management and the Board of Directors;
4. Participates in the audit of the District's financial statements; serves as the secondary contact for questions and responds to questions regarding the accounting processes; participates in the development of the annual capital improvement and general operating budgets; researches and analyzes historical data for comparison when determining the annual budget projections;
5. Directs and monitors the in-house daily cash flow operations; maintains sound internal controls over all cash and securities; tracks activities and compliance of the District checking accounts;
6. Directs the accounts payable, inventory, and construction in progress; maintains vendor invoices, approves inventory receipts and disbursements; maintains construction in progress accounts; supports the overall functions of accounting employees;

7. Directs the monthly and bi-monthly billing statements for residential, commercial, and other accounts; receives and responds to escalated customer complaints and concerns; manages customer payment arrangements; supports the overall functions of customer service employees.

#### **OTHER DUTIES**

1. Implements changes to policies and procedures as adopted by the Board of Directors.
2. Assists the Finance & Customer Service Manager in the preparation of Board of Director agenda packets, including drafting reports, and preparing documentation.
3. Participates in the recruitment activities for the customer service and accounting employees.
4. Assists in payroll accounting functions when needed.

#### **DESIRED MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

1. Principles, practices, and professional standards of general and governmental financial accounting, including internal control and audit, cash management, financial statement preparation, and methods of financial control and reporting.
2. Principles and practices of public administration and financing, and financial management as they apply to a water utility.
3. Principles of business data processing of accounting and financial information.
4. Federal, State, and Local laws applicable to assigned areas of responsibility.
5. Principles and practices of employee supervision, including selection, training, performance evaluation, and discipline.
6. Standard office practices, procedures, and etiquette.
7. Correct use of English, including spelling, grammar, and punctuation.
8. Operation and use of all computer programs within the Microsoft Office Suite.

##### **Ability to:**

1. Organize and manage accounting and customer service procedures and processes.
2. Understand and accurately use the established GL chart of accounts.
3. Recommend and implement objectives and practices for providing effective and efficient customer service.
4. Prepare clear, accurate, and comprehensive written materials.
5. Communicate clearly, concisely, and effectively, both orally and in writing.
6. Establish and maintain effective working relationships with District management, employees, customers, and others encountered in the course of work.
7. Exercise sound and independent judgment within general policy guidelines.
8. Use tact, discretion, and diplomacy in dealing with sensitive situations concerning customers and others encountered in the course of work.



9. Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
10. Adapt to regular changes and updates in information technology systems maintained by the District, including software programs, operating systems, and communications devices.

**Training and Experience:**

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

1. Graduation from a four-year college or university with a major in finance, accounting, business administration, public administration, or a closely related field;
2. Five (5) years of progressively responsible experience in accounting and customer service;
3. Two (2) years of progressively responsible experience in a lead or supervisor capacity; or
4. An equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

1. Possession of a valid drivers license issued by the State of California Department of Motor Vehicles.
2. Proof of a good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described below are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job class specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

**Typical Physical Activities:**

1. May occasionally travel by automobile in conducting District business.
2. Work at a desk and sits for an extended period of time.
3. Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
4. Sufficient finger/hand coordination and dexterity to operate and adjust office equipment such as telephone, computers, copiers, and FAX machines.
5. Hearing and vision within normal ranges with or without correction.

**Environmental Factors:**

1. Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
2. Irregular or extended work hours: Occasionally required to change working hours or work overtime.

**Please Note:** *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.*



**VALLEY COUNTY WATER DISTRICT  
JOB CLASS SPECIFICATION  
CUSTOMER SERVICE LIAISON**

**GENERAL PURPOSE**

Under direct supervision from the Accounting & Customer Service Supervisor, responsible for maintaining a positive relationship between the District and the public; calculates, processes, and prepares customer billing statements for all water service accounts; accepts, posts payments, and maintains customer account records; completes customer requests for water services provided; organizes and prepares materials for public events; performs a variety of clerical duties in support of the daily office function; and performs related duties as required and assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential duties and responsibilities listed below are intended only as illustrations of the various types of work effort that may be performed by the Customer Service Liaison. The omission of specific statements of duties does not exclude them from being completed by the Customer Service Liaison if the work is similar or related to this job class specification:

1. Prepares and finalizes the production and distribution of the customer billing statements for residential, commercial, and other water service accounts; evaluates and analyzes meter readings outside regular consumption patterns; works with the Field Services Department to ensure accurate billing information is processed; processes all final customer billing statements; prepares and mails customer service deposit refunds;
2. Processes and produces second billing notices, final billing notices, and disconnection billing notices for residential, commercial, and other water service accounts;
3. Communicates and fulfills all customer requests through walk-in service, telephone service, or email correspondence; calculates usage and potential account adjustments for backdated requests; explains billing schedules, rates, and regulations in effect at the time of establishing service; receives Affordable Rate Program applications and verifies eligibility;
4. Utilizes a cash drawer daily; receives and processes all payment options offered by the District;
5. Serves as the primary telephone operator; responds to and resolves various customer account questions, problems, and complaints; follows up with customers to inform about actions taken;
6. Creates and generates service orders for the Field Services Department for all customer requests; includes appropriate notes on the service order for clarity and customer service follow up; maintains customer account records for all service orders completed;
7. Prepares purchase requisitions for general office, janitorial, and refreshment supplies; receives deliveries and reconciles shipments against ordering documents; stocks and stores delivered items

in designated area; provides all supporting documentation to the Accounting & Customer Service Supervisor for payment.

8. Provides general office support, including filing various documents, preparing the office for all daily functions, and stocking various office supplies.
9. Prepares and organizes materials for public events; assists in promoting special events, school education programs, and other community programs; responds to inquiries concerning customer service programs and events;
10. Assists the Accounting & Customer Service Supervisor with general office support requests.

#### **OTHER DUTIES**

1. Prepares end-of-year records for storage.
2. Processes returned mail received from the post office.
3. Picks up mail from post office.
4. Preparing purchase requisitions for public event supplies.
5. Attends and assists on the set-up of public events.

#### **DESIRED MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

1. General history of the District.
2. District rules and procedures governing cash receipting operations.
3. General policies and principles for providing customer service.
4. District rules and regulations pertaining to all water services provided.
5. Standard office practices, procedures, and etiquette.
6. Correct use of English, including spelling, grammar, and punctuation.
7. Operation and use of computer programs within the Microsoft Office Suite, including MS Word, MS Excel, and MS Outlook.
8. Appropriate recordkeeping and filing practices.

##### **Ability to:**

1. Operate a computer using standard business software and operate other standard office equipment and adapt to changes and updates in all information technology systems.
2. Organize, set priorities, and exercise sound judgment within established guidelines.
3. Establish and maintain effective working relationships with District management, employees, customers, and others encountered in the course of work.
4. Use tact, discretion, and diplomacy in dealing with sensitive situations concerning customers and others encountered in the course of work.
5. Interpret and apply information received about District rules, regulations, and policies to reach sound decisions on customer billing statement recommendations and actions.

6. Prepare and maintain customer account records and files.
7. Regular attendance and adherence to prescribed work schedule to conduct job responsibilities

**Training and Experience:**

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

1. Graduation from high school or G.E.D. equivalent;
2. Two (2) years of progressively responsible experience in customer service or pertinent administrative support involving customer accounts and/or billing processes; or
3. An equivalent combination of training and experience. Bilingual in Spanish is preferred.

**Licenses; Certificates; Special Requirements:**

1. Possession of a valid driver's license issued by the State of California Department of Motor Vehicles.
2. Proof of a good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described below are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job class specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

**Typical Physical Activities:**

1. Work at a desk and sit for an extended period of time,
2. Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
3. Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
4. Use office equipment such as telephones, computers, copiers, and FAX machines.
5. Hearing and vision within normal ranges with or without correction.

**Environmental Factors:**

1. Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
2. Irregular or extended work hours: Occasionally required to work overtime.

**Please Note:** *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.*