Board of Public Utilities
City of Cheyenne, Wyoming

WATER CONSERVATION SPECIALIST

Division:	**Administration**	Class Code:	**1450**
Revised Date:	**March 2021**	FLSA Status:	**Exempt**

GENERAL PURPOSE:
Develops, coordinates, and administers the Board of Public Utilities (BOPU) water conservation programs, analyzes water use, provides customers and the general public with information and education on water conservation programs.

PRIMARY DUTIES AND RESPONSIBILITIES:
*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Keeps the mission, vision and values of the Board of Public Utilities at the forefront of decision making and action; builds strategic and collaborative relationships and interacts with others in a way that builds confidence and trust; provides excellent customer service by taking action to accomplish objectives, maintaining high levels of work and productivity, and generating innovative solutions to work situations.
- Administers the BOPU Wise Water Use Plan and conservation-based rebates; provides public information on water conservation and efficiency programs for City residents and business customers; makes public presentations to promote conservation programs; interprets and explains federal, state, and local rules and regulations.
- Serves as principal advisor on water conservation issues; compiles, evaluates and analyzes information, and recommends solutions; coordinates communications between BOPU and city departments, state and local agencies, commercial businesses, and community service organizations.
- Works with federal, state, and local agencies, private industry, developers and commercial customers to promote water conservation and manage the diverse range of water issues facing the community. Tracks and estimates appropriate water use by large water users such as parks, golf courses, schools, spray parks, pools, hotels, restaurants, laundry facilities, and car washes. Promotes wise water use and conservation efforts.
- Encourages landscapers and irrigation technicians to be National Irrigation Association certified. Hosts classes as necessary for landscapers to obtain certifications. Encourages landscapers and irrigation technicians to use water conserving technologies and practices.
- Liaise with customer service to respond to customer concerns regarding high bills, water use or conservation techniques. Assists customers with questions and may make home visits to provide instructions on how to read meters and assess for leaks. Analyzes water use from customers with smart meters to identify hidden water uses.
- Enforces metering requirements and other city water conservation ordinances; collects water conservation data, evaluates existing programs, and recommends improvements. Investigates complaints and reports of water leaks or wasteful water use and documents violations, enforces water schedule, and uses violations as opportunities to educate customers and promote water conserving practices. Issues fines for non-responsive customers.
- Conducts technical and environmental studies on water use trends, usage estimates, and soil samples. Analyzes water conservation issues; develops and recommends new programs, policies, and procedures; prepares reports which summarize water conservation activities and compliance issues.
- Tracks water use by individual customers who participate in conservation programs and city-wide demand to determine effectiveness of conservation programs.

JOB DESCRIPTION
Water Conservation Specialist
MINIMUM QUALIFICATIONS:

Education and Experience:

Bachelor's Degree in Earth Sciences or natural resources-based field or related field; AND two years' experience in natural resource management and water conservation; public sector experience is preferred; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Driver's license valid in Wyoming with good driving record.
- Depending on the needs of the BOPU other job specific training and certifications may be required.

Required Knowledge of:

- Federal, state, and local laws, ordinances, regulations, legal guidelines, and legislation governing the use, sale, development, conservation, reclamation, and transmission of water.
- Principles of hydrology, physics, soils, water management, environmental science, biology, and engineering.
- Political and environmental issues influencing regional water agencies.
- Local community resources and community services programs.
- Principles of record keeping and records management.

Required Skill in:

- Interpreting and applying policies and procedures, complex variables, federal and state regulations, and city ordinances and standards.
- Analyzing conservation issues and developing logical recommendations based on findings.
- Collecting and analyzing technical data and reports, performing mathematical and statistical calculations, and developing impact analyses and forecasting models.
- Project management and field and data management skills.
- Communicating effectively and resolving concerns with customers. Provide superior customer service.
- Using initiative and independent judgment within established procedural guidelines.
- Assessing and prioritizing multiple tasks, projects and demands.
- Establishing and maintaining cooperative working relationships with co-workers, citizens, public and private organizations, and representatives from other local, state, and federal agencies.
- Operating a personal computer utilizing a variety of business, publishing, and technical software.
- Effective verbal and written communications.

Working Conditions:

Work Environment: Work is performed mostly in a standard office environment; during summer irrigation season work is frequently performed outdoors in hot, wet, and humid conditions. Frequent travel to various locations is required; position requires working outside of normal business hours as needed.

Physical Demands: Light physical work requiring occasional lifting, carrying, pushing, and pulling up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, depth perception and color vision. While performing the duties of this job employee is required to sit 70%, walk 25% and stand 5% of the time; frequently required to use hands and fingers to handle, feel, operate computer and other technical equipment and vehicle; frequently required to reach with hands and arms, talk, hear, stoop, kneel and crouch. Occasionally required to climb, balance and crawl.