

Title: Water Use Compliance Monitor
PG: *
Status: Non-Civil Service
Position Reports to: Water Utilities Environmental Coordinator
Department: Water Utilities

Job Code: 8235
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is responsible inspection, patrolling and enforcement work related to water customer compliance with City and State water use requirements/restrictions. City Ordinance requires municipal water customers to irrigate lawns and landscaping in a conservative fashion on a specific schedule. This work involves both proactive and reactive inspection of Lakeland's water service area, based upon either complaints or routine patrols and routes. Work involves inspecting, patrolling, reporting, correcting, enforcing, documenting and investigating specific and general locations for ordinance violations. An integral part of the work includes gathering, evaluating critically analyzing and interpreting information in order to make determinations of non-compliance with irrigation requirements. The work involves progressive enforcement efforts beginning with constructive assistance and ending with the preparation and presentation of cases in municipal court. An employee in this position works independently, making routine decisions within established codes, regulations and guidelines, with disputed or exceptionally different cases being referred to a superior for assistance. Work is directed, monitored and reviewed by the Water Utilities Environmental Coordinator through performance reviews.

ESSENTIAL FUNCTIONS:

1. Address-specific and general investigation of water service area to observe, document, record, and resolve violations of the City Ordinances and Water Management District Rules pertaining to water use restrictions (lawn and landscape irrigation).
2. Using either direct contract or indirect communication (door hangers, form letters or notice of violation forms), informs violators of observed non-compliance with water use restrictions, provides access to information on current water use restrictions and encouraged voluntary corrective actions.
3. Understands and practices a system of progressive enforcement actions against violators, ranging from encouragement to enforcement.
4. Provides constructive guidance and advice to violators regarding corrective actions (proper setup of irrigation timers, inspection of sprinkler heads, repair of irrigation system, adjustment of spray patterns, testing of application rates, irrigation on permitted days and irrigation during allowed times).
5. Issues advice, notices, warnings and citations in accordance with the progressive enforcement process.
6. Interprets and explains the governing ordinances, codes and rules to water customers (general public, property owners, businesses, builders, contractors and other interested parties) and provides contact sources for reference (City website, District website and other data sources).
7. Prepares and maintains detailed reports, documentation and records including photographs, inspection reports, description of observed violations, actions taken, water customer responses and other pertinent record data.

ADDITIONAL RESPONSIBILITIES:

1. Must be able to effectively communicate with others in both oral and written formats, with legible handwriting skills.
2. Must be able to work with a computer to file reports, create individual violator records, describe observations, keyboard entry of data, use of Microsoft Office Software, and organize records for easy reference.

Title: Water Use Compliance Monitor

Job Code: 8235

PG: *

Date: 09/08

Status: Non-Civil Service

Position Reports to: Water Utilities Environmental Coordinator

Department: Water Utilities

3. Will be responsible for the development, planning, implementation and successful execution of a water service area wide program to encourage and enforce compliance with lawn watering restrictions.

KNOWLEDGE, SKILLS & ABILITIES:

1. Ability to read, understand, comprehend and recall applicable municipal codes, state regulations and ordinances pertaining to water use restrictions.
2. Knowledge of investigative procedures and ability to compile facts in a logical progression for presentation to the Water Utilities Environmental Coordinator, Water Utilities Administration, the City Commission or in a municipal court.
3. Ability to use good judgment and tact in securing the voluntary cooperation and compliance of property owners, tenants, and the general public.
4. Ability to enforce applicable ordinance and codes with firmness, tact and impartiality.
5. Ability to read, understand and explain maps, aerials and other technical drawings.
6. Ability to communicate orally and in writing clearly and concisely in an easily understood manner.
7. Must be able to plan, organize, and completed complex work activities while minimizing travel times, maximizing coverage of water service area, and produce the greatest result in the workday. May be required to coordinate work with a second person to avoid redundancy and overlap.
8. Must be able to read and interpret a City Map, locate and drive to street addresses.
9. Must be able to handle difficult situations, minimize conflict, and resolve non-compliance in a positive manner.

WORKING ENVIRONMENT/CONDITIONS

Requires manual labor work that involves walking or standing some of the time, exerting up to 10 pounds or force on a recurring basis, keyboarding, and routine handwriting.

The job risks occasional exposure to dust and pollen, extreme heat and/or cold, wet or humid conditions, and vehicular traffic.

The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception and good manual dexterity.

Must be able to operate a City vehicle, in both day and nighttime conditions, enter and exit the vehicle to inspect observed violations, and be able to work without direct supervision.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. High school diploma or its equivalent.
2. Experience in pipefitting, plumbing, irrigation system design, code enforcement, and public contact are helpful but not mandatory.

SPECIAL REQUIREMENTS

1. Must possess and maintain a valid state of Florida driver's license and a good driving record.
2. Must maintain a valid home telephone number.
3. Must be able to work flexible days/hours.