



**PICO WATER DISTRICT  
ADMINISTRATIVE STANDING COMMITTEE MEETING**

4843 S. Church Street  
Pico Rivera, California, 90660

**11:30 AM Monday, September 30, 2024**

**AGENDA**

Any member of the public may attend this meeting in person or by accessing the Zoom link below. Any member of the public wishing to make any comments to the Board may do so through that Zoom link. The meeting Chair will acknowledge such individual(s) at the appropriate time in the meeting prior to making his or her comment. Members of the public wishing to make a comment are asked to state their name for the record and will be provided three (3) minutes to comment, the Board secretary will alert those commenting when they only have 30 seconds remaining. All members of the public will be disconnected from the Zoom link immediately before the Board of Directors adjourns into Closed Session.

**Join Zoom Meeting**

<https://us06web.zoom.us/j/9521779948?pwd=dGNxcXh3YitEc2NlVVdrUzVvNm4rZz09>

Join by Telephone: +1 669 900 6833

Meeting ID: 952 177 9948 Passcode: 421745

**1. ROLL CALL OF COMMITTEE MEMBERS:**

**RAYMOND RODRIGUEZ – CHAIR  
VICTOR CABBALLERO – VICE CHAIR  
PETE RAMIREZ - ALTERNATE**

**2. TIME RESERVED FOR PUBLIC COMMENTS:**

*Members of the public shall be allowed three minutes to address the Board on any matter on the agenda and/or within the jurisdiction of the District, which is not on the Agenda. All comments should be addressed to the presiding officer of the meeting. Additional public comments shall be allowed when a listed agenda item is being considered, but such comments made at that time must be confined to the subject that is being discussed at the time such comments are made. Members of the public are asked to state their name for the record. Due to all Board Meetings being run as Zoom Meetings all participants will be placed on mute at the start of the meeting and when the meeting is open for public comment the participant will be asked to raise their hand through the button on the video conference screen if participating by video conference or by pressing \*9 on their phone if participating by teleconference.*

**3. DISCUSSION ITEMS:**

- A. Discuss Re-Classification of Billing Clerk Title & Job Description
- B. Discuss New Proposed Part-Time Position – Customer Service Associate
- C. Discuss New Proposed Position - Water Utility Specialist

**4. TIME RESERVED FOR DIRECTORS COMMENTS.**

**5. ADJOURNMENT**

**AGENDA POSTED ON: 09/26/2024**

**Next regularly scheduled meeting: 10/02/2024**

***NOTE: To comply with the Americans with Disabilities Act, if you need special assistance to participate in any Board meeting, please contact the District office at (562) 692-3756 at least 48 hours prior to a Board meeting to inform the District of your needs and to determine if accommodation is feasible.***

***Materials related to an item on this agenda submitted after distribution of the agenda packet are available for public review at the District office, located at 4843 S. Church Street, Pico Rivera, California.***

# **DISCUSSION ITEMS**

### **3. DISCUSSION ITEMS:**

- A. Discuss Re-Classification of Billing Clerk Title & Job Description
- B. Discuss New Proposed Part-Time Position – Customer Service Associate
- C. Discuss New Proposed Position - Water Utility Specialist

# **DISCUSSION ITEMS:**

**3A**

## ***STAFF REPORT***

**To:** Administrative Committee Meeting

**From:** Joe D. Basulto, General Manager

**Meeting Date:** September 30, 2024

**Subject:** 3A. Discuss Re-Classification of Billing Clerk Title & Job Description

### **Recommendation**

Discussion & Approve

### **Fiscal Impact**

Proposed Annual Salary Schedule - \$86,278.40 to \$104,871.93

### **Background**

Proposing to replace the Assistant Office Manager Position and the Billing Clerk Position  
Combining both those positions together, and our current Billing Clerk would be in this position,  
reclassifying these positions

Proposed New Salary Schedule for that Position we would start at Step 1

PICO WATER DISTRICT  
ACCOUNTING & CUSTOMER SERVICE SUPERVISOR

**Definition**

Under general direction from the Office Manager, performs clerical work in connection with the processing of bills and other customer service-related issues; responds to customer inquiries and complaints; performs difficult and complex office support work, including the management of automated metering infrastructure data; servers as backup to the Office Manager for processing payroll and accounts payable and performs related duties as required.

The Accounting & Customer Service Supervisor position requires prior advanced level customer service experience as well as accounting/billing experience. This position typically addresses more complex and difficult billing and customer service problems. This position will primarily perform billing related functions but may be called upon to provide support to the remaining office staff in various capacities.

**Essential Functions**

The duties listed below are illustrative only and are not meant to be a complete listing of all duties and responsibilities of this position.

Accounting Duties:

- Prepare and review billing reports weekly and monthly to ensure accuracy.
- Create and send out water bills, final bills, delinquent notices, shut-off warnings and other notifications.
- Adjust accounts, correct billing errors, and make credit adjustments.
- Handle customer collections, refunds, and special payment arrangements.
- May review and prepare the daily bank deposit and electronic processing.
- Compile reports and billing data for staff and customers.
- Check customer usage for accuracy, correct errors, and issue necessary work orders.
- May need to respond to questions regarding the accounting and utility billing processes during financial audits.
- Implement and maintain construction in progress accounts

Customer Service Duties:

- Assist with Customer Service requests in conjunction with Utility field staff.
- Provide information on district programs, policies, and rates.
- Address customer questions, research/resolve issues and takes appropriate follow up actions.
- Maintains and balances cash drawer, accepts payments, and post receipts.
- Handle office tasks like typing, filing, and maintaining a clean work area.
- Processes new service applications and enters applicants' data.
- Process service cancellations, update accounts, and process refunds on closed accounts.
- Participates in community relations events and activities.
- Handles all returned items

### Supervisory Duties:

- Train and assist staff on billing and customer service duties while maintaining processes and procedures for all job tasks/duties.
- Provides leadership in all daily activities of the customer accounts and customer service functions; supervises and directs the development and implementation of policies and procedures applicable to customer service functional responsibilities.
- Evaluates the performance of the customer service employees; provides coaching for performance improvement; recommends and may implement disciplinary action with approval.
- Will be the first point of contact for customer bill disputes.
- Review and approve office supply orders.
- Participates in the recruitment activities for the customers service staff.
- Regularly attends and is involved in committee meetings as assigned.
- Supports with monitoring the daily cash flow operations; and maintains and improves sound internal controls over all cash.
- Responsible for holding monthly meetings to update staff on accounting & customer service reports.

### Other Duties:

- Coordinates problems of meter location, type of installation, and meter size with supervisor, and/or Director of Operations.
- Maintain meter reading equipment and coordinate meter-related issues with field staff.
- Manage administrative tasks like correspondence, mail, faxes preparing consent calendar agenda packet for Board approval, including draft reports, and preparing documentation.
- Assists Office Manager with Records management.
- Processes Accounts Payable and Payroll in absence of the Office Manager.
- Perform other related duties as needed.

### **Job Standards/Specifications**

#### **Knowledge of**

- Practices and procedures related to billing, cash management and internal control and audit.
- Principles and practices of customer service activities.
- Proficient with Water Utility software applications.
- Work independently and make effective decisions within procedural guidelines.
- Analyze, evaluate and respond to customer complaints.
- Maintain tactful and good relations when working with the public regarding District services and communicate clearly and courteously with customers on the telephone and in person, in both English and, if applicable, Spanish.
- Write clearly and effectively.
- Apply and explain policies, procedures and regulations.
- Assist customers with service problems and taking appropriate action or making appropriate recommendations.
- Establish and maintain effective working relations with those contacted in the course of work.
- Perform general operating computer applications, word processing and spreadsheet programs.
- Operate 10-key calculator by touch.



- Follow oral and written instructions.

### **Typical Physical Activities**

- Work at a desk for an extended period.
- Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Regularly use a telephone for communication.
- Use office equipment such as computers, copiers, and FAX machines.
- Sits for extended time periods.
- Communicates orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings.
- Ability to stoop, kneel, sit, stand and crouch during daily work routine.
- Hearing and vision within normal ranges with or without correction.

### **Environmental Factors**

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular work hours: Occasionally required to change working hours depending on office availability and can be called into work depending on staff availability.

### **Education and Experience**

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. The minimum qualifications for this position are:

- 1) Education to consist of a Bachelor's degree in Business from an accredited college or university with major coursework in accounting, business administration, public administration, or related field; or
- 2) Five (5) years of progressively responsible experience in accounting and customer service and
- 3) Three (3) years of progressively responsible experience in a billing specialist/lead capacity in a utility setting.
- 4) Spanish Proficiency is highly desired.

### **License Certificate Registration Requirement**

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a driving record free of multiple or serious traffic violations or accidents for at least two (2) consecutive years.

**Equal Opportunity Employer**

Pico Water District is an equal opportunity employer and does not discriminate in hiring, training, promotion, compensation or terms of employment on the basis of race (including any traits historically associated with race, including, but not limited to, hair texture and protective hairstyles, such as braids, lock and twists), color, creed, gender (including gender identity and gender expression), religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices) martial status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including cancer or a record of history of cancer, and genetic characteristics), sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, sexual orientation, veteran status, reproductive health decisions, including a decision to use or access a particular drug, device, product or medical service for reproductive health, or any other consideration made unlawful by federal, state, or local laws.

**Americans with Disabilities Act**

The District will make such reasonable accommodations to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.

**I have received and reviewed a copy of this job description.**

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Employee Signature Date

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Supervisor Signature Date

# **DISCUSSION ITEMS:**

**3B**

## ***STAFF REPORT***

**To:** Administrative Committee Meeting

**From:** Joe D. Basulto, General Manager

**Meeting Date:** September 30, 2024

**Subject:** 3B. Discuss New Proposed Part-Time Position – Customer Service Associate

### **Recommendation**

Discussion & Approve

### **Fiscal Impact**

Proposed Annual Salary Schedule - \$55,972.80 to \$68,035.29

### **Background**

Proposing a new part time position limited to only 28 hours a week no Overtime; working hours 10am to 5pm. (Most likely to start at beginning of the year)

Proposed New Salary Schedule for that Position

PICO WATER DISTRICT  
CUSTOMER SERVICE ASSOCIATE

**Definition**

This part time position will be under the direct supervision of the Accounting & Customer Service Supervisor, and will primarily perform cashier functions but may be called upon to provide support to the remaining office staff in various capacities. Additional duties can include processing customer water service applications, responding to general customer inquiries and answering phone calls. The nature of this work requires that the employee in this position establish and maintain effective working relationships with other employees and members of the public. The maximum number of hours for this position will be limited to 28 hours per week.

**Essential Functions**

The duties listed below are illustrative only and are not meant to be a complete listing of all duties and responsibilities of this position.

Cashiering Duties:

- Maintain and balance the cash drawer; accept, process, and reconcile payments.
- Process payments for water services; check for accuracy, batch into groups, and post payments into the computer system.
- Verify and post cash receipts to customer accounts; maintain accurate cash balances.

Customer Assistance Duties:

- Respond to customer inquiries in person, by phone, mail, email, or fax.
- Start or terminate residential and commercial water service accounts; ensure accuracy of information and file supporting documents.
- Assist in gathering application information for new services and terminations of service.
- Provide information on District programs, policies, procedures, and rate structures.

Administrative and Miscellaneous Duties:

- Perform a variety of administrative tasks, including data entry, composing letters and memos, filing, and sorting mail.
- Maintain office equipment and perform basic routine maintenance.
- Assists in office supply inventory and prepare purchase orders as needed.
- Serve as a point of contact for questions about new/closed services, and delinquent accounts.
- Perform other related duties as assigned.

**Job Standards/Specifications**

**Knowledge of**

- Analyze and evaluate customer complaints.

- Maintain tactful and good relations when working with the public regarding District services and communicate clearly and courteously with customers on the telephone and in person, in both English and Spanish.
- Accurately count change back to customers and balance cash drawer.
- Write clearly and effectively.
- Apply and explain policies, procedures and regulations.
- Balance receipts, make accurate calculations and maintain accurate records.
- Work independently and use sound judgment within procedural guidelines.
- Assist customers with service problems and taking appropriate action or making appropriate recommendations.
- Establish and maintain effective working relations with those contacted in the course of work.
- Perform general operating computer applications, word processing and spreadsheet programs.
- Operate 10-key calculator by touch.
- Follow oral and written instructions.

### **Typical Physical Activities**

- Work at a desk for an extended period.
- Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Regularly use a telephone for communication.
- Use office equipment such as computers, copiers, and FAX machines.
- Sits for extended time periods.
- Communicates orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings.
- Ability to stoop, kneel, sit, stand and crouch during daily work routine.
- Hearing and vision within normal ranges.

### **Environmental Factors**

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular work hours: Occasionally required to change working hours depending on office availability and can be called into work depending on staff availability.

### **Education and Experience**

Equivalent to graduation from high school, preferably supplemented by courses in financial record keeping, or clerical fields. Two years' experience in utility sector and bilingual is highly desired.

### **License Certificate Registration Requirement**

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action.

Individuals who do not meet this requirement due to a disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a driving record free of multiple or serious traffic violations or accidents for at least two (2) consecutive years.

**Equal Opportunity Employer**

Pico Water District is an equal opportunity employer and does not discriminate in hiring, training, promotion, compensation or terms of employment on the basis of race (including any traits historically associated with race, including, but not limited to, hair texture and protective hairstyles, such as braids, lock and twists), color, creed, gender (including gender identity and gender expression), religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices) marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including cancer or a record of history of cancer, and genetic characteristics), sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, sexual orientation, veteran status, reproductive health decisions, including a decision to use or access a particular drug, device, product or medical service for reproductive health, or any other consideration made unlawful by federal, state, or local laws.

**Americans with Disabilities Act**

The District will make such reasonable accommodations to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.

**I have received and reviewed a copy of this job description.**

---

Employee Signature

Date

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Supervisor Signature

Date

# **DISCUSSION ITEMS:**

**3C**



## ***STAFF REPORT***

**To:** Administrative Committee Meeting  
**From:** Joe D. Basulto, General Manager  
**Meeting Date:** September 30, 2024  
**Subject:** 3C. Discuss New Proposed Position - Water Utility Specialist

### **Recommendation**

Discussion & Approve

### **Fiscal Impact**

Proposed Annual Salary Schedule - \$75,338.00 to \$91,573.81

### **Background**

Under the New State Water Resource Control Board / the Cross-Connection Control Policy – we are required to have a least one cross-connection specialist as a permanent employee of the PWS (District)

We have on staff a Certified tester which is part of the Cross-Connection Specialist, who is Currently Water Maint. II. Employee would fulfil this position with us, with additional training.

Proposed New Salary Schedule for that Position we would start employee at Step 3

PICO WATER DISTRICT  
WATER UTILITY SPECIALIST

**DEFINITION:**

Under general supervision of the Water Production Supervisor and in addition to the performing the duties of the Water Worker II position, administers and oversees the cross-connection inspection and control program; performs related inspection, enforcement and testing work; enforces State Division of Drinking Water regulations and local ordinances pertaining to back siphonage and cross connection in water systems; performs semi-skilled and skilled duties associated with the operation and maintenance of the District's water production facilities, pumping, and storage facilities; ensures safe production, delivery and protection of the District's water supply; and performs related duties as required.

**EXAMPLE OF DUTIES:**

The duties listed below are illustrative only and are not meant to be a complete listing of all duties and responsibilities of this position.

- Surveys, monitors and inspects District, industrial, commercial, institutional and other consumer facilities to detect violations of applicable state and federal laws and regulations and local ordinances pertaining to back siphonage and cross-connection in the water system.
- Reviews and analyzes data relating to water quality; monitors compliance and recommends adjustments to obtain and ensure conformity as needed.
- Ensures that unprotected connections between the domestic water system and sources of unsafe drinking water are not installed; evaluates cross connection hazards and recommend corrective action, including proper cross connection devices to be installed.
- Maintains accurate records of installation and testing of all backflow devices within the Pico Water District water system; writes reports of violations, citing authority in state code and/or city code; completes annual re-inspections and reviews annual test reports of backflow devices in service.
- Prepares correspondence to consumers requesting abatement and follow-up, and ensures compliance with local, state and federal rules, regulations and codes; tracks requests, performs related follow-up tasks and maintains files.
- Updates cross-connection ordinance and standards as needed to ensure governmental compliance related to backflow devices.
- Checks wells, reservoirs and pump stations on potable and recycled water systems; troubleshoots, repairs, and maintains pump stations, wells, tank, and reservoir sites; installs and repairs chlorine equipment and chlorine storage containers; changes oil; performs maintenance on electrical motors; calibrates and adjust chlorine analyzers.
- Responds to emergency calls as needed; performs repairs on wells, pumps, motors and related equipment and systems. Monitors and makes changes to SCADA system.
- Monitors water quality by collecting representative water samples; perform laboratory tests for turbidity, color, odor, coliform, chlorine residual, and other tests as required; preserves samples for later delivery to the laboratory.
- May perform utilities marking activities.
- Reviews water systems plans and connections to ensure compliance with state and local codes; reads and interprets maps, blueprints, plans and specifications as necessary.

- Assists in installation or up-grade of backflow devices; assists and trains personnel in areas related to cross connection.
- Participates in public awareness and water conservation programs; prepares reports, and presents lectures, films and other water-related information to groups, schools, and organizations.
- Prepares and maintains a variety of reports, correspondence, records and files related to area of assignment; enters data into computer system.
- Responds to public inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.
- Performs related duties as required.

### **Job Standards Specifications**

#### **Knowledge of:**

- Operations, services, and activities of a cross-connection control program.
- Practices, principles, and techniques of cross-connections.
- Basic legal requirements of cross-connections.
- Principles, methods, materials, tools and equipment used in water quality testing.
- Principles and practices of California water quality codes and regulations.
- Principles and practices of county, state and federal water quality standards and regulations.
- Principles and practices of District policies which pertain to water quality.
- Chlorination principles and disinfectant requirements.
- Practices, techniques and materials used in maintenance, operation and repair of water systems and related facilities.
- Methods and techniques of water sampling.
- Backflow prevention testing regulations.
- Piping and plumbing systems.
- Double check valve assemblies, anti-siphon and other approved devices used in the prevention of backflow.
- Basic office procedures, methods, and equipment including computers. Basic mathematical principles.
- Principles and practices of customer service.
- Methods and techniques of performing preventive maintenance including preventive maintenance inspection methods.
- Methods and techniques of performing diagnostic troubleshooting services.
- Principles and procedures of record keeping.
- Safety equipment and practices used in the handling, storage, and application of chemicals. Occupational hazards and standard safety procedures.
- Pertinent federal, state, and local laws, codes, and regulations.

#### **Ability to:**

- Perform inspections on a variety of water systems and wastewater pre-treatment devices.
- Interpret, apply, and enforce pertinent rules and regulations.
- Interpret and explain cross connection and water quality regulations.
- Read, research and reference various technical and regulatory methods and procedures.
- Apply methods, materials, tools and equipment in the testing of water samples.

- Perform hydraulic testing of electrical pumps and motors; read gauges and meters.
- Maintain accurate records and prepare appropriate reports.
- Read and interpret blueprints, plans, and specifications.
- Conduct tests of flow and pressure and prepare reports.
- Perform assigned work in accordance with appropriate safety practices and regulations.
- Operate office equipment including computers and supporting software applications.
- Operate and maintain a variety of testing equipment, tools and related machinery used on assignment.
- Perform duties involved in the operation, maintenance, and repair of water production facilities.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

### **Typical Physical Activities:**

- Operates District vehicles in field installations and maintenance work.
- Must be able to carry, push, pull, reach, and lift equipment and parts weighing up to 50 pounds.
- Stoops, kneels, crouches, crawls, and climbs during field maintenance and repair work.
- Works in an environment with exposure to dust, dirt, and significant temperature changes between cold and heat.
- Communicates orally with District staff in face-to-face, one-to-one settings.
- Regularly uses a telephone for communication.
- Uses office equipment such as computer terminals, copiers, and FAX machines.
- Stands and walks for extended time periods.
- Hearing and vision within normal ranges with or without correction.

### **Environmental Factors:**

- Exposure to the sun: 50% to 100% work time spent outside a building and exposed to the sun.
- Work above floor level: Some work done on ladders or other surfaces from 4 to 12 feet above the ground.
- High temp: Considerable work time in hard manual labor in temperatures between 80-90 degrees.
- Humidity: Work in areas with unusually high humidity.
- Wetness: More than 10% of the work time getting part or all of the body and/or clothing wet.
- Noise: Occasionally there are unusually loud sounds.
- Slippery surfaces: Occasional work on unusually slippery surfaces.
- Oil: Some parts of the body in contact with oil or grease occasionally.
- Dust: Works in or around areas with minor amounts of dust.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.

### **Education and Experience Guidelines:**

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. The minimum qualifications for this position are:

**Education:**

- Equivalent to the completion of the twelfth grade. College coursework in water science desirable.

**Experience:**

- Three years of responsible technical experience in water distribution and treatment operations and maintenance.

**Licenses, Certifications, and Registrations:**

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.

Possession of a Backflow Prevention Assembly Tester certificate for Los Angeles County and possess or attain within one year of hiring a Cross-Connection Control Program Specialist certificate issued by the American Water Works Association or other recognized agency.

Required to possess or attain within one year of hiring a California State Water Resources Control Board Distribution Grade D3 certificate and California State Water Resources Control Board Treatment Grade T2 certificate or any other required certificates.

**General Certifications:**

Other appropriate certification maybe required such as: CalOSHA Safety Certification, forklift operator, etc.

**Equal Opportunity Employer:**

Pico Water District is an equal opportunity employer and does not discriminate in hiring, training, promotion, compensation, or terms of employment on the basis of race, religious creed, color, natural origin ancestry, physical handicap, medical condition, marital status or sex, or any other protected class under state or federal law.

**Americans with Disabilities Act:**

The District will make such reasonable accommodations to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.