



**AGENDA AND MEETING NOTICE  
OF THE NORTH TAHOE PUBLIC UTILITY DISTRICT  
PERSONNEL COMMITTEE**

**Monday, June 9, 2025, at 1:00 p.m.**

**North Tahoe Public Utility District  
Administrative Offices  
875 National Avenue  
Tahoe Vista, CA 96148**

**Welcome to a meeting of the North Tahoe Public Utility District  
Personnel Committee**

A meeting of the North Tahoe Public Utility District Personnel Committee will be held on Monday, June 9, 2025, 1:00 p.m. at the North Tahoe Public Utility District Administrative Offices, 875 National Ave. Tahoe Vista, CA 96148

The District welcomes you to its meetings. Your opinions and suggestions are encouraged. The meeting is accessible to people with disabilities. In compliance with Section 202 of the Americans with Disabilities Act of 1990 and in compliance with the Ralph M. Brown Act, anyone requiring reasonable accommodation to participate in the meeting should contact the North Tahoe Public Utility District office at (530) 546-4212, at least two days prior to the meeting.

All written public comments received by 12:00 p.m. on Monday, June 9, 2025 will be distributed to the District Board Committee Members for their consideration at the meeting. Written comments may be emailed to [mmoga@ntpud.org](mailto:mmoga@ntpud.org), mailed or dropped-off at NTPUD's Administrative Offices located at 875 National Ave., Tahoe Vista, CA. 96148.

- 1. CALL TO ORDER/OPEN SESSION**
- 2. PUBLIC COMMENT** – *Any person wishing to address the Personnel Committee on items of interest to the committee not listed on the agenda may do so at this time.*
- 3. OPEN SESSION**
  - a. [Review and Discuss Approving Multiple Personnel Changes including Job Descriptions, Wage Ranges, Incentive Certification Program Changes, and an Updated Organizational Chart; Authorizing the General Manager to Execute a Side-Letter with Local 39; and Adopting Resolution 2025-10 – Adopting an Amended Publicly Available Pay Schedule for All Employees for Fiscal Year 2024-2025 – Recommendation to Full Board \(Pages 2-65\)](#)
- 4. ADJOURNMENT**



## **NORTH TAHOE PUBLIC UTILITY DISTRICT**

**DATE:** June 10, 2025

**ITEM:** F-7

**FROM:** Office of the General Manager

**SUBJECT:** Approve Multiple Personnel Changes including Job Descriptions, Wage Ranges, Incentive Certification Program Changes, and an Updated Organizational Chart; Authorize the General Manager to Execute a Side-Letter with Local 39; and Adopt Resolution 2025-10 – Adopting an Amended Publicly Available Pay Schedule for All Employees for Fiscal Year 2024-2025

### **RECOMMENDATION:**

That the Board of Directors approve multiple personnel changes, effective June 8, 2025, by taking the following actions:

- 1) Approve the Asset Management Technician I/II position including:
  - a. Job description
  - b. Wage range
  - c. Incentive certification program list for the position
- 2) Approve changes to the Customer Service Division including:
  - a. Job description modifications for the Customer Service Representative I/II, Customer Service Team Lead, and Customer Account Manager
  - b. Wage ranges for the Customer Service Representative II, Customer Service Team Lead, and Customer Account Manager
  - c. Amended incentive certification program list for the Customer Service Representative I/II and Customer Service Team Lead
- 3) Approve changes to the Accounting/Finance Division including:
  - a. Lead General Ledger Accountant job description
  - b. Wage ranges for the Lead General Ledger Accountant and Controller
  - c. Incentive certification program list for the Lead General Ledger Accountant
- 4) Approve the Government & Community Affairs Manager position including:
  - a. Job description
  - b. Wage range
- 5) Approve an updated District Organizational Chart
- 6) Authorize the General Manager to execute a side-letter with Local 39 to incorporate the approved changes
- 7) Adopt Resolution 2025-10 – Adopting an amended Publicly Available Pay Schedule for All Employees for Fiscal Year 2024-2025 as required by CalPERS

### **BACKGROUND:**

Consistent with the District's Strategic Plan, staff recognizes the importance of reviewing the District's organizational structure for personnel gaps, technical needs, and the required skills to meet the District's core functions and strategic priorities on a regular basis. Over the course of the Fiscal Year (FY) 2025-2026 budgeting process, staff identified and discussed

with the Board of Directors four major areas to be addressed: (1) Computerized Maintenance Management System (CMMS) responsibilities as well as (2) Customer Service, (3) Accounting/Finance, and (4) Public Information/Legislative Affairs.

(1) CMMS – Asset Management Technician I/II:

The District's implementation of CMMS has transformed the tasks and responsibilities to support this system for the District over the past few years. With the recent retirement of the Utility Operations Coordinator, this presents an opportunity to review and propose changes to the structure to better support this system for the District. CMMS has primarily been supported by an independent contractor who has provided technical expertise, but with limited availability for CMMS operations, reporting, and updates. To improve and ensure timely and adequate management, oversight, and efficiency of CMMS and to develop the in-house CMMS technical expertise, staff is proposing the addition of the Asset Management Technician I/II position.

The proposed FY 24/25 wage ranges for the Asset Management Technician I & II positions are based on market comparisons and internal equity analysis. They are listed in the table below:

Position	Proposed Bi-Weekly Wage Range Schedule					
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Asset Management Technician I	2,889.60	3,033.60	3,184.80	3,344.00	3,511.20	3,686.40
Asset Management Technician II	3,321.60	3,487.20	3,660.80	3,843.20	4,035.20	4,236.80

The proposed incentive certification program for the Asset Management Technician I/II position is in the same classification as the OIT Technician I/II position. Additional certification opportunities, focused on CMMS, have been added to the incentive certification program list, which is attached to this report.

The proposed addition of the Asset Management Technician I/II position does not result in an increase in headcount or a change in the number of Full-Time Equivalent (FTE) employees, as this position replaces the vacancy left by the Utility Operations Coordinator position.

(2) Customer Service

With the retirement of the Utility Operations Coordinator, there are select tasks still necessary for District operations that were the responsibility of the Utility Operations Coordinator position and are not well suited to be transferred to the new Asset Management Technician I/II position. These responsibilities, primarily focused on internal and external customer coordination, will be transferred to the Customer Service Division and necessitate updates to the job descriptions for the Customer Service Representative I/II, Customer Service Team Lead, and Customer Account Manager positions. With these job description updates, staff also took the opportunity to update and amend the job descriptions to better reflect the positions' current and existing duties and operational practices.

Based on the job description changes, market comparisons, internal equity analysis, and negotiations with Local 39, the proposed FY 24/25 wage ranges for the Customer Service positions are listed in the table below:

Position	Proposed Bi-Weekly Wage Range Schedule					
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Customer Service Representative II	2,300.00	2,414.40	2,534.40	2,660.80	2,793.60	2,932.80
Customer Service Team Lead	2,932.80	3,079.20	3,232.80	3,394.40	3,564.00	3,741.60
Customer Account Manager	3,787.20	3,976.00	4,174.40	4,382.40	4,600.80	4,830.40

The proposed incentive certification program list modifications for the Customer Service Representative I/II and Customer Service Team Lead reflects the focus on the clerical and administrative nature of the position and removes forklift operation responsibilities. The proposed incentive certification program list for the administrative group, which includes Customer Service and Accounting/Finance, is attached to this report.

### (3) Accounting/Finance – Lead General Ledger Accountant and Controller:

The growing complexity and associated technical demands of the Accounting and Finance Department, which include governmental reporting, critical oversight, grant management, and compliance issues; require an increased technical skill level.

Staff proposes the addition of the Lead General Ledger Accountant position to address this need. The position will be advertised internally as a promotion for one of our two current General Ledger Accountants and will not change the number of FTEs. This position will report to the Controller, whose responsibility it is to oversee the complex tasks and demands of the Department.

Based on market comparisons, internal equity analysis, and negotiations with Local 39, the proposed FY 24/25 wage ranges for the Lead General Ledger Accountant and the Controller positions are listed in the table below:

Position	Proposed Bi-Weekly Wage Range Schedule					
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Lead General Ledger Accountant	3,696.00	3,880.80	4,073.60	4,277.60	4,491.20	4,715.20
Controller	4,956.80	5,204.00	5,464.00	5,736.80	6,023.20	6,324.00

The proposed incentive certification program for the Lead General Ledger Accountant would be the same as the existing General Ledger Accountant and the rest of the administrative group, including Customer Service.

### (4) Public Information/Legislative Affairs – Government & Community Affairs Manager:

The District's need for general communications, strategic interactions in community initiatives, legislative affairs support, and grant pursuit has grown significantly. This includes messaging and interacting with a variety of stakeholders, ranging from the local rate payers to a larger audience, including news outlets, governmental agencies, and elected officials and staffers. The demands associated with coordinating and executing these initiatives require a higher-level skill set and managerial responsibility than is currently considered for the existing Public Information Officer position.

Staff proposes re-classing the existing Public Information Officer position into a new, more senior, Government & Community Affairs Manager. No additional FTEs would be added by making this change.

Based on market comparisons and internal equity analysis, the proposed FY 24/25 wage range for the Government & Community Affairs manager position is listed in the table below:

Position	Proposed Bi-Weekly Wage Range Schedule					
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Government & Community Affairs Manager	5,408.80	5,679.20	5,962.40	6,260.00	6,572.80	6,900.80

The proposed personnel changes including job descriptions, wage ranges, and modifications to the certification incentive program for union represented positions, have been reviewed and agreed to with Local 39 via formal Meet and Confer meetings. The proposed changes were also discussed and reviewed by the Personnel Committee.

If the proposed changes are approved, recruiting for the Asset Management Technician I/II will begin immediately and the Lead General Ledger Accountant Position will be posted internally.

### **FISCAL ANALYSIS:**

The necessary budget for the proposed items is considered in the FY 25/26 Operating Budget. The financial impact of the proposed changes to the remainder of the FY 24/25 Operating Budget is de minimis.

### **STRATEGIC PLAN ALIGNMENT:**

Goal 1: Provide safe, efficient, sustainable water and wastewater services with a focus on industry best practices and continuous improvement – Objective B: Optimize preventative maintenance of District utility system assets.

Goal 3: Enhance District governance and partnerships – Objective A: Maintain best practices in public agency governance throughout all levels of the District; and – Objective C: Monitor and advocate for Federal, State, and Local legislation; and actively pursue relevant grant opportunities that support District priorities.

Goal 4: Sustain and strengthen organizational resources, expertise, and culture – Objective A: Ensure the District can recruit and retain a qualified and skilled workforce – Tactic 1: Maintain competitive wages and benefits – Activity b: Whenever position vacancies occur, review job descriptions for accuracy and department needs and salary is appropriate and competitive; and – Tactic 4: Annually review organization chart and evaluate personnel gaps, technical needs and skills to meet District core function and priorities; and – Objective B: Maintain a culture of an empowered and professional workforce; and – Objective C: Maintain excellence in all internal and external District communications; and – Objective F: Ensure the District's support facilities are well maintained and adequate for all operations – Tactic 2: Ensure timely maintenance, service cycles, and replacement by leveraging a computerized maintenance management system.


### **ATTACHMENTS:**

- Proposed Job Description Additions and Changes:
  - Asset Management Technician I/II
  - Customer Service Representative I/II (clean and redline versions)
  - Customer Service Team Lead Job Description (clean and redline versions)
  - Customer Account Manager Job Description (clean and redline versions)
  - Lead General Ledger Accountant Job Description
  - Government & Community Affairs Manager Job Description

- Proposed Incentive Certification Program Lists (clean and redline versions)
  - Information Technology Classifications
  - Administrative Classifications
- Proposed Organizational Chart
- Resolution 2025-10 Adopting Amended Publicly Available Pay Schedule
- Proposed Wage Ranges
  - Management/Exempt (Confirmation of Understanding)
  - Classified (Memorandum of Understanding with Local 39)

**REVIEW TRACKING:**

Submitted By:   
\_\_\_\_\_  
Kim Harris  
Human Resources Manager

Approved By:   
\_\_\_\_\_  
Bradley A. Johnson, P.E.  
General Manager/CEO



## Asset Management Technician I/II

### DEFINITION:

Under the general direction of the Operational & Information Technology (O&IT) Manager, performs technical and administrative work in the development, implementation and maintenance of the District's Computerized Maintenance Management System (CMMS) and Geographic Information System (GIS) for the management of assets and work operations.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the O&IT Manager. Exercises no direct supervision over staff. Exercises independent and direct supervision of contractors and consultants. Exercises technical and functional direction and provides training, as necessary to District staff.

### CLASS CHARACTERISTICS:

This is a fully qualified journey-level classification responsible for performing the full range of assigned duties. Positions at this level work independently, and exercise judgment and initiative, receiving only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

### EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

*Reasonable accommodation may be provided, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.*

- Develops and maintains asset management databases and/or associated applications for the Utility and Recreation, Parks & Facilities departments. Meets with departments to identify processes for capturing data, producing reports and tracking results.
- Provides technical assistance and training in the operation, configuration, diagnostics, and troubleshooting of the asset management programs; develops and maintains training materials and standard operating procedures for the asset program.
- Coordinates with internal departments to gather asset information to populate a comprehensive database as the foundation for the Computerized Maintenance Management System (CMMS).
- Reviews Work Orders and Service Requests to ensure quality of workflow and provides necessary comments, training and/or corrections to situations as needed.
- Reviews maintenance records; inputs data into the CMMS to provide up-to-date maintenance and repair histories; maintains CMMS database, ensuring entered information is complete and accurate.
- Works with internal departments to incorporate preventative and recurring maintenance activities into the CMMS.
- Reviews equipment records and asset records, and similar information for accuracy and completeness.

- Assists in maintenance of the GIS and with Department projects i.e. computer applications, archiving, filing, report generating, meter transponder input, and document prep for scanning, and other projects as assigned.
- Communicates and assists with program vendors' technical support staff to ensure upgrades, modifications, and technical issues are addressed appropriately.
- Creates routine and special maintenance reports for tracking operational duties combined with labor and cost tracking, through the use of asset management programs.
- Assists with department calendars which include events such as on-call schedules and other operational activities.
- Prepares maintenance time and materials billings from work orders; reviews for accuracy and submits to accounting.
- Coordinates information from separate databases for billing and operational data collection in the CMMS and accounting system including customer integration for processing service requests. Relates GIS with CCTV Sewer inspection software for exporting sewer video data with CMMS for work order and inspection history. Relates vehicle fueling data between systems.
- Assists and supports all aspects of the District's Operational and Information Technology system which include but are not limited to personal computer systems, imaging systems, cyber and facility security systems, software, telephone and internet systems.
- Performs other related duties as assigned.

### **Asset Management Technician II additional essential functions:**

- Coordinates on-site installation, integration, testing, and services performed by outside consultants and contractors.
- Creates and maintains department calendars which include events such as on-call schedules and other operational activities.
- Supports the GIS program by incorporating new data into existing map layers, making data corrections, performing quality control and developing and maintaining associated base map control.
- Prepares updates to facility maps and associated asset data using the District's GIS software as necessary to include as-built information.
- Assists with evaluating, troubleshooting, and diagnosing computer hardware, software and network connectivity problems; resolves complex problems related to local, virtual, and wide area networks, switches, computers, printers, servers, software, peripherals, and other related equipment.
- Maintains and updates District utility mapping and map filing systems; oversees mapping projects and approves work of contracted resources.
- Develop training documentation and conduct regular, scheduled training courses for District staff.



<b>MINIMUM QUALIFICATIONS:</b>
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*Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

#### **EDUCATION AND EXPERIENCE:**

Equivalent to a bachelor's degree from an accredited four-year college or university with a major in computer science or information systems and two (2) years of professional experience in support of IT and OT systems, working knowledge of Microsoft operating systems and productivity tools such as Microsoft Office.

#### **KNOWLEDGE OF:**

- Principles of asset processes and data flow.
- Standard operating procedures for work order development and processing.
- CMMS software and hardware systems including implementation and maintenance.
- Basic geographic information system (GIS) concepts, principles, and analytical techniques, including computerized mapping and attribute-data conversion, manipulation and analysis.
- Principles and practices of relational database design and development.
- Demonstrated understanding of CMMS and GIS system information and data security.
- SQL query fundamentals and report building.
- Key Performance Indicator (KPI) and dashboarding principles.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Basic accounting principles and practices.
- District and mandated safety rules, regulations, and protocols.
- 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, relevant to work performed.

#### **ABILITY TO:**

- Coordinate the collection of capital asset information; develop and employ methods that ensure accurate data collection.
- Assist users in understanding the development, implementation, and maintenance of the CMMS for managing District assets.
- Utilize the CMMS to capture asset data to help streamline capital planning, track condition data, preventative maintenance schedules, and maintenance costs.
- Train various user groups in the proper use of the CMMS.
- Develop recommendations for key problem areas and implement and/or monitor changes.
- Prepare clear and concise reports, tables, schedules, summaries, and other materials in statistical and narrative form.
- Understand the operations of the District and collect, interpret and integrate relevant data from multiple sources.

- Write and process service work orders for customers and preventive/predictive maintenance.
- Perform administrative tasks in support of department operations.
- Organize and prioritize your work tasks, including the ability to handle unexpected emergencies and interruptions throughout the workday.
- Maintain and update CMMS database information.
- Perform mathematical computations accurately and quickly.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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.

#### LICENSES AND CERTIFICATIONS:

- Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.

#### TOOLS AND EQUIPMENT USED:

Personal computer, Microsoft Windows based software, Microsoft Office 365, GIS mapping software, CMMS, Crystal Reporting and various enterprise software programs: fax, copy machine, calculator; motor vehicle; phone; cell phone; mobile radio, tablet, etc.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodation may be provided, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in an office setting. Some outdoor work is required for on-site troubleshooting at District facilities; must be physically able to enter vaults and pump stations, climb ladders, and work over, under, and around equipment in adverse field conditions. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. The employee must possess the ability required to sit; climb or balance; stoop, bend, kneel, crouch, or crawl; talk or hear, and smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee will occasionally be required to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

<b>ENVIRONMENTAL CONDITIONS:</b>
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Employees work mainly 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 private representatives over the course of performing the work.

While performing the duties of this job, employees occasionally work in outside weather conditions exposed to hot, cold, wet and/or humid conditions and can be exposed to dust, pollen, and fumes. Employees occasionally work around moving mechanical parts and in high, precarious places and are occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration.



## Customer Service Representative I/II

### DEFINITION:

Under immediate (Customer Service Representative I) to general (Customer Service Representative II) supervision, performs a variety of routine to moderate office support activities and clerical accounting duties for the District, which include telephone and counter reception, word processing, data entry and organization, receipt of payments, record keeping, and filing; provides information to the public and District staff including posting payments; and providing customers and title companies with information regarding utility billing and amounts owed.

### SUPERVISION RECEIVED AND EXERCISED:

Receives immediate (Customer Service Representative I) to general (Customer Service Representative II) supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

### CLASS CHARACTERISTICS:

Customer Service Representative I: This is the entry-level classification in the customer service series. Initially, under close supervision, incumbents learn and perform routine administrative and office support duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Customer Service Representative II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained as they arise.

Customer Service Representative II: This is the fully qualified journey-level classification in the customer service series. Positions at this level are distinguished from the Customer Service Representative I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Customer Service Representative I/II class series are flexibly staffed; positions at the Customer Service Representative II level are normally filled

by advancement from the Customer Service Representative I level; progression to the Customer Service Representative II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; and (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):
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*Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.*

*Positions at the Customer Service Representative I level may perform some of these duties and responsibilities in a learning capacity.*

- Answers telephones; replies to customer inquiries; researches and investigates customer inquiries and complaints; resolves and/or refers to various departments for resolution.
- Responds to inquiries from District staff, developers, contractors, architects, and the general public regarding District regulations related to construction, alteration and maintenance of water and wastewater lines and appurtenances, installation, repairs and testing of water and wastewater lines and grease interceptors.
- Gathers information from a variety of sources for the completion of forms, records, applications, and other documents; contacts individuals to obtain additional information as needed.
- Prepares various documents from drafts, notes, dictation, or brief instructions, which may include reports, records, forms, notices, and meeting minutes.
- Performs other routine clerical support work as required, which may include but is not limited to copying documents, filing/retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, and scanning/imaging/indexing documents.
- Batches and verifies payments from wastewater and water customers; prepares deposits.
- Issues demands, final billing, sets up new accounts and processes transfer of ownership of existing customer accounts, as needed.
- Collects connection fees after verifying eligibility through the District's engineering and operations departments.
- Orders office supplies on a regular basis.
- Prepares and generates letters memoranda, and reports relating to wastewater and water inspection and testing, involving new construction and/or remodel work.
- Occasionally receives merchandise for District operations; scans receiving document into electronic folder and forwards receiving document to accounting.

- Receives and records service requests (SR) and forwards to the appropriate staff for resolution. Inputs SR utilizing preventative maintenance utility software. Performs follow-up contact with customer as needed.
- Assists with correction notices, document deficiencies, perform follow-up that results in compliance with District Ordinances permit conditions and applicable regulations and codes.
- Organizes and maintains assigned water, wastewater, recreation, and property information records and reports, including but not limited to updating parcel numbers.
- Work with Operations Department to coordinate and schedule wastewater tests, water turn-offs/turn-ons, various inspections, appointments and any follow-up requirements for District Ordinance utilizing software scheduling programs. Issues wastewater certificates for properties with wastewater air test compliance.
- Refers complaints of service failures or problems to appropriate staff and supervisor.
- Under the direction of management, handles dispatch of emergency calls and contacts all agencies required to be informed of such emergencies.
- Accepts applications and issues permits; locates mains and services for the issuance of permits and escrow clearance.
- Coordinates and schedules reservations for District owned and operated facilities within parks.
- Issues Resident Stickers; checks eligibility and enters data into automated system; generates system reports.
- Prepares parking fee deposits collected from various District parks and facilities and any other monies received by rangers.
- Performs daily errands; delivers and collects materials.
- Performs other related duties as assigned.

<b>MINIMUM QUALIFICATIONS:</b>
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*Any Combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

**EDUCATION AND EXPERIENCE:**

Customer Service Representative I/II – Equivalent to completion of the twelfth (12<sup>th</sup>) grade, and one (1) year of basic clerical and accounting duties, cash handling, and customer service experience.

Customer Service Representative I – One (1) year of basic clerical, accounting, and customer service experience.

Customer Service Representative II – Three (3) years of progressive clerical, accounting, and customer service experience, or two (2) years as a District Customer Service Representative I with demonstrated ability and knowledge.

*Positions at the Customer Service Representative I level may exercise some of these knowledge and abilities statements in a learning capacity.*

#### KNOWLEDGE OF:

- District services and operations.
- The District's service fee structure.
- Record-keeping procedures.
- District and mandated safety rules, regulations, and protocols.
- 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.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

#### ABILITY TO:

- Perform a diverse range of administrative and clerical tasks.
- Make accurate arithmetic computations.
- Receive, process and properly handle cash payments from clients.
- Generate system reports and format for use by assigned department.
- Schedule and calendar reservations for District owned and operated facilities within parks.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- 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.

#### LICENSES AND CERTIFICATIONS:

- Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.

**TOOLS AND EQUIPMENT USED:**

Modern office equipment such as use of personal computer, word processing, phone, calculator, copy machine, fax machine, scanner, electronic filing system, and postage machine.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, 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 hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and 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 weighing up to 20 pounds.

**ENVIRONMENTAL CONDITIONS:**

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 private representatives in interpreting and enforcing departmental policies and procedures.





## Customer Service Representative I/II

### DEFINITION:

Under immediate (Customer Service Representative I) to general (Customer Service Representative II) supervision, performs a variety of routine to moderate office support activities and clerical accounting duties for the District, which include telephone and counter reception, word processing, data entry and organization, receipt of payments, record keeping, and filing; ~~and~~ provides information to the public and District staff including posting payments; and providing customers and title companies with information regarding utility billing and amounts owed.-

### SUPERVISION RECEIVED AND EXERCISED:

Receives immediate (Customer Service Representative I) to general (Customer Service Representative II) supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

### CLASS CHARACTERISTICS:

Customer Service Representative I: This is the entry-level classification in the customer service series. Initially, under close supervision, incumbents learn and perform routine administrative and office support duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Customer Service Representative II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained as they arise.

Customer Service Representative II: This is the fully qualified journey-level classification in the customer service series. Positions at this level are distinguished from the Customer Service Representative I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Customer Service Representative I/II class series are flexibly staffed; positions at the Customer Service Representative II level are normally filled

by advancement from the Customer Service Representative I level; progression to the Customer Service Representative II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; and (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):
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*Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.*

*Positions at the Customer Service Representative I level may perform some of these duties and responsibilities in a learning capacity.*

- Answers telephones; replies to customer inquiries; researches and investigates customer inquiries and complaints; resolves and/or refers to various departments for resolution.
- Responds to inquiries from District staff, developers, contractors, architects, and the general public regarding District regulations related to construction, alteration and maintenance of water and wastewater lines and appurtenances, installation, repairs and testing of water and wastewater lines and grease interceptors.
- Gathers information from a variety of sources for the completion of forms, records, applications, and other documents; contacts individuals to obtain additional information as needed.
- Prepares various documents from drafts, notes, dictation, or brief instructions, which may include reports, records, forms, notices, and meeting minutes.
- Performs other routine clerical support work as required, which may include but is not limited to copying documents, filing/retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, and scanning/imaging/indexing documents, and ordering of supplies and forms.
- Batches and verifies payments from sewer wastewater and water customers; prepares deposits.
- Issues demands, final billing, sets up new accounts and processes transfer of ownership of existing customer accounts, as needed.
- Collects connection fees after verifying eligibility through the District's engineering and operations departments.
- Orders office supplies on a regular basis.
- Prepares and generates letters memoranda, and reports relating to sewer wastewater and water inspection and testing, involving new construction and/or remodel work.
- Occasionally, in the absence of the Purchasing personnel, receives merchandise for District operations; places scans receiving document information into accounting software electronic folder and forwards receiving

document to accounting; assists the Purchasing Department with quarterly inventory count.

- Receives and records service requests (SR) and forwards to the appropriate staff for resolution. Inputs SR utilizing preventative maintenance utility software. Performs follow-up contact with customer as needed.
- Assists with correction notices, document deficiencies, perform follow-up that results in compliance with District Ordinances permit conditions and applicable regulations and codes.
- Organizes and maintains assigned water, wastewater, recreation, and property information records and reports, including but not limited to updating parcel numbers.
- Schedules Work with Operations Department to coordinate and schedule wastewater tests, water turn-offs/turn-ons, various inspections, and appointments and any follow-up requirements for District Ordinance utilizing software scheduling programs. Issues wastewater certificates for properties with wastewater air test compliance.
- Refers complaints of service failures or problems to appropriate staff and supervisor.
- Under the direction of management, handles dispatch of emergency calls and contacts all agencies required to be informed of such emergencies.
- Accepts applications and issues permits; locates mains and services for the issuance of permits and escrow clearance.
- Coordinates and schedules reservations for all District owned and operated facilities within parks; prepares calendar for Parks Department to use in staff scheduling.
- Issues Resident Stickers; checks eligibility and enters data into automated system; generates system reports.
- Prepares parking fee deposits collected from various District parks and facilities and any other monies received by rangers.
- Performs daily errands; delivers and collects materials; collects parking gate fees at various District parks and facilities.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:
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*Any Combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

EDUCATION AND EXPERIENCE:

Customer Service Representative I/II – Equivalent to completion of the twelfth (12<sup>th</sup>) grade,  
and one (1) year of basic clerical and accounting duties, cash handling, and customer service experience.

Customer Service Representative I – One (1) year of basic clerical, accounting, and customer service experience.

Customer Service Representative II – Three (3) years of progressive clerical, accounting, and customer service experience, or two (2) years as a District Customer Service Representative I with demonstrated ability and knowledge.

*Positions at the Customer Service Representative I level may exercise some of these knowledge and abilities statements in a learning capacity.*

#### KNOWLEDGE OF:

- District services and operations.
- The District's service fee structure.
- Record-keeping procedures.
- District and mandated safety rules, regulations, and protocols.
- 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.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

#### ABILITY TO:

- Perform a diverse range of administrative and clerical tasks.
- Make accurate arithmetic computations.
- Receive, process and properly handle cash payments from clients.
- Generate system reports and format for use by assigned department.
- Schedule and calendar reservations for District owned and operated facilities within parks.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- 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.

#### LICENSES AND CERTIFICATIONS:

- Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.

TOOLS AND EQUIPMENT USED:

Modern office equipment such as use of personal computer, word processing, phone, calculator, copy machine, fax machine, scanner, electronic filing system, and postage machine.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, 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 hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and 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 weighing up to 20 pounds.

ENVIRONMENTAL CONDITIONS:

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 private representatives in interpreting and enforcing departmental policies and procedures.



## Customer Service Team Lead

### DEFINITION:

Under direction leads, oversees and participates in the work of the Customer Services Representatives responsible for providing customer service and administrative support for all departments.

### SUPERVISION RECEIVED AND EXERCISED:

Receives direction from the Customer Account Manager.

Provides technical and functional direction over the Customer Service Representative.

May provide technical and functional direction over other professional and technical personnel.

### CLASS CHARACTERISTICS:

The Customer Service Team Lead is the advanced journey level classification in the Customer Service series. In addition to duties herein, incumbents at this level are expected to perform the full range of duties as the Customer Service Representative II and distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, providing technical and functional direction over assigned staff and by the amount of time spent performing the duties. This class is distinguished from that of the Customer Service Representative series through its primary responsibility for prioritizing and leading a designated customer service and administrative support services assigned to tasks in that functional area.

### EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

*Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.*

- Lead, plan, train, organize, review, and direct the work of Customer Service Representatives engaged in a variety of administrative tasks, accounting functions and customer service-related matters.

- Train assigned employees in their areas of work in customer service and administrative and accounting functions, including a variety of clerical tasks, accounting functions, and administrative work in answering phones, receiving the public, providing customer assistance, cashiering, data processing, bookkeeping, use of equipment, safety practices, and receiving materials and goods.
- Provide daily direction and communication to employees so that customer service and administrative support services are handled in a timely, efficient and knowledgeable manner.
- Provide feedback and coaching on a regular basis to each team member, ensuring that employees have appropriate training and resources to perform their job duties.
- Create and maintain a high-quality work environment so team members are motivated to perform at their highest level and respond to employee relation issues expressed by team members, using appropriate judgment in upward communication regarding department and employee concerns.
- Provide administrative support for all District departments and make recommendations for work procedures and processes that support the District's policies as needed.
- Engage in public outreach; respond to customer inquiries and requests expeditiously, utilizing a great deal of diplomacy.
- Assist Engineering Department in plan review to reduce burden of plan checking by the Engineering Department and provide a quick turnaround for the customer.
- Receives merchandise for District operations, scans receiving document into electronic folder and forwards receiving document to accounting.
- Processes customer payment batches; reviews and resolves discrepancies.
- Processes customer monthly automated payments, reviews and updates account information as needed.
- Creates or provides secondary review of entries and adjustments to customers' accounts including delinquent account fees and other account service fees.
- Runs delinquent customer reports for past due notifications and restrictions. Determines the dollar amount of tax liens to submit to the County annually; verifies property ownership and prepares adjustment forms for each account breaking out charges across service categories.
- Performs utility billing processing and reconciliations and resolves discrepancies.
- Manages temporary meter rental and meter reads, processes deposit payments and billing to customers.
- Assists customers, departments, and employees by providing answers and information regarding specific account information, discrepancies, and/or department specific issues and problems, customer set-up/maintenance and service rate changes including meter setup; researches issues regarding specific transactions; and updates related files and departments on action items.



- Issues equipment and clothing to new hires and replacements as needed; obtains necessary information for purchasing materials; maintains a log of clothing purchased for each eligible employee and the balance on his or her allowance account in accordance with District policy.
- Sets-up and revises vendor information in Accounts Payable module for compliance to ensure segregation of duties.
- Coordinates Customer Service Representatives in facilitating work needed by all departments.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:
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*Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

EDUCATION AND EXPERIENCE: High School diploma, GED or recognized equivalent. Minimum of five (5) years of responsible experience in fields related to the position. Any equivalent combination of education and experience.

KNOWLEDGE OF:

- Current applicable software programs, office management techniques and budgeting principles and practices. Requires excellent organization skills and the ability to prioritize and meet deadlines.
- A variety of sources for equipment, materials, goods and services commonly used by the District.
- District procurement rules and regulations.
- General understanding of the District's methods and techniques for procuring and monitoring goods and services.
- Business arithmetic and basic financial techniques.
- Understanding of purchase order process.
- Record-keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- 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, software programs, copiers, fax machines, etc. relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

ABILITY TO:

- Under limited direction, assume responsibility and make decisions related to administrative and customer services; plan, coordinate, and lead the work of



support staff; analyze situations accurately and adopt effective courses of action.

- Coordinate, schedule and provide administrative support to various District departments as needed for absences, job vacancies, special projects or events, or peak times.
- Assist with appeals, claims, public records requests, and other customer or public requests.
- Provide information related to the use of District facilities and provide assistance with facility rentals; review issues with facility rentals with appropriate stakeholders.
- Provide training to Customer Service Representatives as needed.
- Engage in interpersonal communications, verbally and in writing with a diverse range of people, and maintain effective business relationships; identifying, analyzing, and independently solving a variety of moderately complex situations and problems.
- Deal tactfully and courteously with the Board of Directors, District staff, customers and the general public; establish and maintain cooperative and effective working relationships.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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.

#### LICENSES AND CERTIFICATIONS:

- California or Nevada Driver's License with an acceptable driving record at the time of appointment and throughout employment.
- Possession of, or the ability to obtain within six (6) months from date of hire, a certification in forklift operation.

TOOLS AND EQUIPMENT USED:
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District or personal vehicle (mileage reimbursable), personal computer, including word processing, spreadsheet, databases and other software which supports job duties, email, social media, telephone, fax machine and scanner, and copy machines.

PHYSICAL DEMANDS:
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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, hear, use keyboard, view monitor, and use phones. The employee will occasionally be required to lift and/or move 15-35 pounds and may need to carry for approximate distance up to 50 feet, bend, reach with hands and arms, use fingers to write or type and handle or feel, walk, carry documents, crouch, stoop, kneel, climb stairs, use of step ladder in lifting and lowering of documents. Long periods of looking at computer monitor.

Requires routine use of office machinery such as computer, copier, hole punch, binding machine, calculator, fax machine, and postage machine.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

ENVIRONMENTAL CONDITIONS:
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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.

While performing the duties of this job, the employee may occasionally be exposed to dust, noise, pollens, and fumes. Exposure to various weather conditions including snow, rain, freezing temperatures. The noise level in the work environment is usually quiet to moderate.



## Customer Service Team Lead

### DEFINITION:

Under direction leads, oversees and participates in the work of the Customer Services Representatives responsible for providing customer service and administrative support for all departments.

### SUPERVISION RECEIVED AND EXERCISED:

Receives direction from the Chief Financial Officer Customer Account Manager.

Provides technical and functional supervision direction over the Customer Service Representative.

May provide technical and functional supervision direction over other professional and technical personnel.

### CLASS CHARACTERISTICS:

The Customer Service Team Lead is the advanced journey level classification in the Customer Service series. In addition to duties herein, incumbents at this level are expected to perform the full range of duties as the Customer Service Representative II and distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, providing technical and functional direction over assigned staff and by the amount of time spent performing the duties. This class is distinguished from that of the Customer Service Representative series through its primary responsibility for prioritizing and leading a designated customer service and administrative support services assigned to tasks in that functional area.

### EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

*Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.*

- Lead, plan, train, organize, review, and direct the work of Customer Service Representatives engaged in a variety of administrative tasks, accounting functions and customer service related matters.

- Train assigned employees in their areas of work in customer service and administrative and accounting functions, including a variety of clerical tasks, accounting functions, and administrative work in answering phones, receiving the public, providing customer assistance, cashiering, data processing, bookkeeping, use of equipment, safety practices, and receiving materials and goods.
- Provide daily direction and communication to employees so that customer service and administrative support services are handled in a timely, efficient and knowledgeable manner.
- Provide ~~performance~~ feedback and coaching on a regular basis to each team member, ensuring that employees have appropriate training and resources to perform their job duties.
- Create and maintain a high-quality work environment so team members are motivated to perform at their highest level and respond to employee relation issues expressed by team members, using appropriate judgment in upward communication regarding department and employee concerns.
- Provide administrative support for all District departments and make recommendations for work procedures and processes that support the District's policies as needed.
- Engage in public outreach; respond to customer inquiries and requests expeditiously, utilizing a great deal of diplomacy.
- Assist Engineering Department in plan review to reduce burden of plan checking by the Engineering Department and provide a quick turnaround for the customer.
- Receives merchandise for District operations, scans receiving document into electronic folder and forwards receiving document to accounting.
- ~~Work with Operations Department to coordinate and schedule sewer tests, and water turn-offs and turn-ons.~~
- Processes customer payment batches; reviews and resolves discrepancies.
- Processes customer monthly automated payments, reviews and updates account information as needed.
- Creates or provides secondary review of entries and adjustments to customers' accounts including delinquent account fees and other account service fees.
- Runs delinquent customer reports for past due notifications and restrictions. Determines the dollar amount of tax liens to submit to the County annually; verifies property ownership and prepares adjustment forms for each account breaking out charges across service categories.
- Manages-Performs utility billing processing and reconciliations and resolves discrepancies.
- Manages temporary meter rental and meter reads, processes deposit payments and billing to customers.
- Assists customers, departments, and employees by providing answers and information regarding specific account information, discrepancies, and/or department specific issues and problems, customer set-up/maintenance and service rate changes including meter setup; researches issues regarding

specific transactions; and updates related files and departments on action items.

- Issues equipment and clothing to new hires and replacements as needed; obtains necessary information for purchasing materials; maintains a log of clothing purchased for each eligible employee and the balance on his or her allowance account in accordance with District policy.
- Sets-up and revises vendor information in Accounts Payable module for compliance to ensure segregation of duties.
- ~~Utilizes a forklift when needed to receive and manage inventory.~~
- Coordinates Customer Service Representatives in facilitating work needed by all departments.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:
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*Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

EDUCATION AND EXPERIENCE: High School diploma, GED or recognized equivalent. Minimum of five (5) years of responsible experience in fields related to the position. Any equivalent combination of education and experience.

KNOWLEDGE OF:

- Current applicable software programs, office management techniques and budgeting principles and practices. Requires excellent organization skills and the ability to prioritize and meet deadlines.
- A variety of sources for equipment, materials, goods and services commonly used by the District.
- District procurement rules and regulations.
- General understanding of the District's methods and techniques of for procuring and monitoring and tracking inventory goods and services.
- ~~Multiple methods for procuring goods and services.~~
- Business arithmetic and basic financial techniques.
- Understanding of purchase order process. Purchasing order development practices and procedures.
- Record-keeping principles and procedures.
- ~~Forklift operations.~~
- District and mandated safety rules, regulations, and protocols.
- 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, software programs, copiers, fax machines, etc. relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

#### ABILITY TO:

- Under limited direction, assume responsibility and make decisions related to administrative and customer services; plan, coordinate, and lead the work of support staff; analyze situations accurately and adopt effective courses of action.
- Coordinate, schedule and provide administrative support to various District departments as needed for absences, job vacancies, special projects or events, or peak times.
- Assist with appeals, claims, public records requests, and other customer or public requests.
- Provide ~~outreach to local businesses to maximize~~ information related to the use of District facilities and provide assistance with facility rentals; review issues with facility rentals with appropriate stakeholders.
- Provide training to Customer Service Representatives as needed.
- Engage in interpersonal communications, verbally and in writing with a diverse range of people, and maintain effective business relationships; identifying, analyzing, and independently solving a variety of moderately complex situations and problems.
- Deal tactfully and courteously with the Board of Directors, District staff, customers and the general public; establish and maintain cooperative and effective working relationships.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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.

#### LICENSES AND CERTIFICATIONS:

- California or Nevada Driver's License with an acceptable driving record at the time of appointment and throughout employment.
- Possession of, or the ability to obtain within six (6) months from date of hire, a certification in forklift operation.

**TOOLS AND EQUIPMENT USED:**

District or personal vehicle (mileage reimbursable), personal computer, including word processing, spreadsheet, databases and other software which supports job duties, email, social media, telephone, fax machine and scanner, and copy machines.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, hear, use keyboard, view monitor, and use phones. The employee will occasionally be required to lift and/or move 15-35 pounds and may need to carry for approximate distance up to 50 feet, bend, reach with hands and arms, use fingers to write or type and handle or feel, walk, carry documents, crouch, stoop, kneel, climb stairs, use of step ladder in lifting and lowering of documents. Long periods of looking at computer monitor.

Requires routine use of office machinery such as computer, copier, hole punch, binding machine, calculator, fax machine, and postage machine.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**ENVIRONMENTAL CONDITIONS:**

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.

While performing the duties of this job, the employee may occasionally be exposed to dust, noise, pollens, and fumes. Exposure to various weather conditions including snow, rain, freezing temperatures. The noise level in the work environment is usually quiet to moderate.





## Customer Account Manager

### JOB SUMMARY:

Under general direction of the Chief Financial Officer, plans, organizes and coordinates revenue cycle and customer service operations of the North Tahoe Public Utility District (NTPUD) which includes Wastewater, Water, Recreation, Parks & Facilities Divisions, and internal customers; directs preparation and monitoring of billing statements; serves as liaison to Placer County Agencies for utility account outreach and tax roll information s; completes other related work as required.

### SUPERVISION RECEIVED/EXERCISED

This position is responsible for managing the Revenue Cycle and Customer Service functions and assigned team members. The Customer Account Manager reports to the Chief Financial Officer.

All positions assigned to this class require the ability to work independently exercising judgment and initiative and the ability to train others.

### EXAMPLES OF ESSENTIAL DUTIES:

- Provides leadership and works with staff to ensure a team-oriented work environment that supports achieving the department's and District's mission, vision, and values.
- Create and manage a high-quality work environment motivating team members to perform at their highest level and respond to employee relation issues expressed by team members, use appropriate judgment in upward communication regarding department and employee concerns.
- Participates in the recruiting and selection of customer service staff; evaluates and manages customer service staff.
- Manage, plan, cross-train, perform periodic audits, and provided secondary review of the work of Customer Service staff.
- Develop and manage training processes and ensure employees are trained in their areas of work in customer service and administrative and accounting functions, including a variety of clerical tasks, accounting functions, and administrative work in answering phones, receiving the public, providing customer assistance, cashiering, data processing, use of equipment, safety practices, and receiving materials and goods.



- Manage prioritization of workloads and provide daily direction and communication to employees so that customer service and administrative support services are handled in a timely, efficient and knowledgeable manner.
- Complete and provide formal performance evaluations and provide performance feedback and coaching on a regular basis to each team member, ensuring that employees have appropriate training and resources to perform their job duties.
- Mentor staff to develop and improve skill sets resulting in improved efficiencies, accuracy of customer account data and team cohesion.
- Plans, coordinates and monitors staff development and continuing education of customer service staff.
- Work with management to support public outreach communications for the District including creating content, proofreading information, and sharing letters, flyers, and website resources with staff and customers
- Respond to customer inquiries and requests expeditiously, utilizing a great deal of diplomacy.
- Manage administrative support requirements for all District departments and develop work procedures and processes that support the District's policies as needed.
- Works with Operations Department to coordinate task processes to ensure timely accurate customer account recognition and workflow.
- Manage counter plan review to reduce burden of plan checking by the Engineering Department and provide a quick turnaround for the customer.
- Assists customer representatives, departments managers, and staff by providing answers and information regarding specific account information, discrepancies, customer set-up/maintenance including meter setup; research issues regarding specific transactions; and updates related files and departments on action items.
- Manages Customer Service Representatives efforts to meet support needed by all departments.
- Develop and administer processes for utility billing, receipts, receivables, and customer service including creating master documents, templates, and reports to identify issues, document, and communicate with customers.
- Provide ongoing review of customer services department processes to identify opportunities for efficiencies and implement improvements as needed.
- Assesses, communicates, and enforces, District ordinances.
- Explains the District's programs, ordinances, policies, and procedures to the public.
- Plans, designs, and implements the utility revenue and process within the District and monitors results to the cost-of-service study.
- Manages utility billing processing, review, audits, and reconciliations on a timely basis. Evaluate billing technology and software used to recommend and implement potential process improvements.

- Analyzes utility billing data for varied uses including consumption trends and audits.
- Participates in a variety of accounting activities including account reconciliations, utility billing recognition, accounts receivable, and cash controls.
- Compilation and evaluation of month end and year-end reports, including monthly departmental report to CFO. Supports Accounting Department by timely process completion and preparing documents for month-end closing as needed.
- Assists external auditors during annual audits with compiling information and providing various reports and spreadsheets and answer their questions regarding revenue cycle and billing.
- Monitors revenue and receivable summary and detailed reports, internal/external reports, documents, studies and records for accuracy and proper account charges. Resolves discrepancies in a timely manner.
- Conducts data collection and preparation of reconciliation and internal audit reports.
- Oversee departmental records management systems, APN and other miscellaneous files; archives; and directories on district servers.
- Inputs and/or monitors employee time & pay records using an automated system. Ensures records are accurate each pay period.
- Prepares and monitors Customer Service Department budget line items.
- Prepares the determination and filing of lien process, and manages the application of liens to customer accounts.
- Assists with preparation of mandated reports to external agencies.
- Reviews County property reports for accuracy. Follows up on any unusual property transactions.
- Monitors collection status of utility billings and initiates appropriate collection measures when necessary.
- Participates in development of periodic Cost of Service Studies.
- Performs other duties as assigned.

<b>MINIMUM QUALIFICATIONS:</b>
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*Any Combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

**EDUCATION AND EXPERIENCE:**

- A. Bachelor's Degree in Finance, Accounting or related field

B. 5-7 years managing revenue, expense, budget, and customer service matters in a public utility setting

KNOWLEDGE OF:

- Complex accounting functions and systems.
- Trends in California Special District accounting and billing operations with emphasis in Wastewater/Water system operations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of budget development and monitoring;
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- High-level computer proficiency for word processing, spreadsheet and customer account applications.
- District and mandated safety rules, regulations, and protocols.
- Record-keeping principles and procedures.
- 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 programs, project, and task coordination, including computers and software programs relevant to work performed.
- Applicable federal, state, and local laws, codes, and processes relevant to assigned areas of responsibility.

ABILITY TO:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement customer service goals, objectives, practices, policies, procedures, and work standards.
- Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.
- Read, analyze and interpret business periodicals, technical procedures or governmental regulations, prepare clear and concise reports, business correspondence and procedure manuals; effectively present information in one-on-one and small group situations to customers and employees of the organization.
- Interpret, apply, explain, and ensure compliance with District, federal, state, and local policies, procedures, laws, and regulations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 during work.

#### LICENSES AND CERTIFICATIONS:

- Must possess a valid driver's license with an acceptable driving record according to the District at the time of appointment and throughout employment.

#### LICENSES:

Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.

<b>TOOLS AND EQUIPMENT USED:</b>
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Modern office equipment such as use of personal computer, word processing, phone, calculator, copy machine, fax machine, and postage machine.

<b>PHYSICAL DEMANDS:</b>
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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, 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 hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and 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 will occasionally be required to lift and/or move 15-35 pounds and may need to carry for approximate distance up to 50 feet, bend, reach with hands and arms, use fingers to write or type and handle or feel, walk, carry documents, crouch, stoop, kneel, climb stairs, use of step ladder in lifting and lowering of documents. Long periods of looking at computer monitor.

ENVIRONMENTAL CONDITIONS:
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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. 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 private representatives in enforcing departmental policies and procedures.



## Customer Account Manager

### JOB SUMMARY:

Under general direction of the Chief Financial Officer, plans, organizes and coordinates revenue cycle and customer service operations of the North Tahoe Public Utility District (NTPUD) which includes SewerWastewater, Water, Recreation, & Parks & Facilities Divisions, and internal customers; directs preparation and monitoring of billing statements; serves as liaison to Placer County Planning DepartmentAgencies for utility account outreach and tax roll information; and other County Departments; completes other related work as required.

### SUPERVISION RECEIVED/EXERCISED

This position is responsible for managing the Revenue Cycle and Customer Service functions and assigned team members. The Customer Account Manager reports to the Chief Financial Officer.

All positions assigned to this class require the ability to work independently exercising judgment and initiative and the ability to train others.

### EXAMPLES OF ESSENTIAL DUTIES:

- Provides leadership and works with staff to ensure a team-oriented work environment that supports achieving the department's and District's mission, vision, and values.
- Create and manage a high-quality work environment motivating team members to perform at their highest level and respond to employee relation issues expressed by team members, use appropriate judgment in upward communication regarding department and employee concerns.
- Participates in the recruiting and selection of customer service staff; evaluates and manages customer service staff.
- Manage, plan, cross-train, perform periodic audits, and provided secondary review of the work of Customer Service staff.
- Develop and manage training processes and ensure employees are trained in their areas of work in customer service and administrative and accounting functions, including a variety of clerical tasks, accounting functions, and administrative work in answering phones, receiving the public, providing

customer assistance, cashiering, data processing, ~~bookkeeping~~, use of equipment, safety practices, and receiving materials and goods.

- Manage prioritization of workloads and provide daily direction and communication to employees so that customer service and administrative support services are handled in a timely, efficient and knowledgeable manner.
- Complete and provide formal performance evaluations and provide performance feedback and coaching on a regular basis to each team member, ensuring that employees have appropriate training and resources to perform their job duties.
- Mentor staff to develop and improve skill sets resulting in improved efficiencies, accuracy of customer account data and team cohesion.
- Plans, coordinates and monitors staff development and continuing education of customer service staff.
- Work with management to support~~Manage~~ public outreach communications for the District ~~conducted by team~~including creating content, proofreading information, and sharing letters, flyers, and website resources with staff and customers;
- Respond to customer inquiries and requests expeditiously, utilizing a great deal of diplomacy.
- Manage administrative support requirements for all District departments and develop work procedures and processes that support the District's policies as needed.
- Works with Operations Department to coordinate task processes to ensure timely accurate customer account recognition and workflow.
- Manage counter plan review to reduce burden of plan checking by the Engineering Department and provide a quick turnaround for the customer.
- Assists customer representatives, departments managers, and staff by providing answers and information regarding specific account information, discrepancies, customer set-up/maintenance including meter setup; research issues regarding specific transactions; and updates related files and departments on action items.
- Manages Customer Service Representatives efforts to meet support needed by all departments.
- Develop and administer processes for utility billing, receipts, receivables, and customer service including creating master documents, templates, and reports to identify issues, document, and communicate with customers.
- Provide ongoing review of customer services department processes to identify opportunities for efficiencies and implement improvements as needed.
- Interprets~~Assesses~~, communicates, and enforces, ~~and disseminates~~ District ordinances.
- Explains the District's programs, ordinances, policies, and procedures to the public.

- Plans, designs, and implements the utility revenue accounting methods and practices process within NTPUDthe District and monitors results to the cost of service study.
- Manages utility billing processing, review, audits, and reconciliations on a timely basis. Evaluate billing technology and software used to recommend and implement potential process improvements.
- Analyzes utility billing data for varied uses including consumption trends and audits.
- Participates in a variety of accounting activities including account reconciliations, utility billing recognition, accounts receivable, and cash controls.
- Compilation and evaluation of month end and year-end reports, including monthly departmental report to CFO. Supports Accounting Department by timely process completion and preparing documents for month-end closing as needed.
- Assists external auditors during annual audits with compiling information and providing various reports and spreadsheets and answer their questions regarding revenue cycle and billing.
- Monitors revenue and receivable summary and detailed reports, internal/external reports, documents, studies and records for accuracy and proper account charges. Resolves discrepancies in a timely manner.
- Conducts data collection and preparation of reconciliation and internal audit reports.
- Oversee departmental records management systems, APN and other miscellaneous files; archives; and directories on district servers.
- Inputs and/or monitors employee time & pay records using an automated system. Ensures records are accurate each pay period.
- Prepares and monitors Customer Service Department budget line items.
- ~~Coordinates Prepares with the Accounting Department in~~ the determination and filing of lien process, and manages the application of liens to customer accounts.
- ~~Manages-Assists with~~ preparation of mandated reports to external agencies.
- Reviews County property reports for accuracy. Follows up on any unusual property transactions.
- Monitors collection status of utility billings and initiates appropriate collection measures when necessary.
- Participates in development of periodic Cost of Service Studies.
- Performs other duties as assigned.

<b>MINIMUM QUALIFICATIONS:</b>
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*Any Combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

#### EDUCATION AND EXPERIENCE:

- A. Bachelor's Degree in Finance, Accounting or related field
- B. 5-7 years managing financial revenue, expense, budget, and customer service matters in a public utility setting

#### KNOWLEDGE OF:

- Complex accounting functions and systems.
- Trends in California Special District accounting and billing operations with emphasis in Wastewater/Water system operations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of budget development and monitoring;
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- High-level computer proficiency for word processing, spreadsheet and customer account applications.
- District and mandated safety rules, regulations, and protocols.
- Record-keeping principles and procedures.
- 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 programs, project, and task coordination, including computers and software programs relevant to work performed.
- Applicable federal, state, and local laws, codes, and processes relevant to assigned areas of responsibility.

#### ABILITY TO:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement customer service goals, objectives, practices, policies, procedures, and work standards.
- Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.
- Read, analyze and interpret business periodicals, technical procedures or governmental regulations, prepare clear and concise reports, business

correspondence and procedure manuals; effectively present information in one-on-one and small group situations to customers and employees of the organization.

- Interpret, apply, explain, and ensure compliance with District, federal, state, and local policies, procedures, laws, and regulations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 during work.

#### LICENSES AND CERTIFICATIONS:

- Must possess a valid driver's license with an acceptable driving record according to the District at the time of appointment and throughout employment.

#### DESIRED KNOWLEDGE, SKILLS, ABILITIES:

- ~~Complex accounting functions and systems~~
- ~~Budget preparation~~
- ~~Trends in California Special District accounting and fiscal operations with emphasis in Sewer/Water systems operations~~
- ~~Management and supervision of clerical and professional staff~~
- ~~Data processing systems and capabilities~~
- ~~Write complex technical management reports~~
- ~~Analyze current policies, procedures, data and propose viable changes or alternatives~~
- ~~Communicate effectively orally and in writing~~

#### LICENSES:

Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.

#### TOOLS AND EQUIPMENT USED:

Modern office equipment such as use of personal computer, word processing, phone, calculator, copy machine, fax machine, and postage machine.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance

with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, 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 hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and 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 will occasionally be required to lift and/or move 15-35 pounds and may need to carry for approximate distance up to 50 feet, bend, reach with hands and arms, use fingers to write or type and handle or feel, walk, carry documents, crouch, stoop, kneel, climb stairs, use of step ladder in lifting and lowering of documents. Long periods of looking at computer monitor.

<b>ENVIRONMENTAL CONDITIONS:</b>
----------------------------------

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. 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 private representatives in enforcing departmental policies and procedures.



## Lead General Ledger Accountant

### DEFINITION:

Performs a variety of technical accounting duties along with training accounting staff and reviewing work in preparation of bank reconciliations, journal entries, accounts receivable, accounts payable, payroll processing, fixed assets, project management, grants, and maintenance including review tax report filings, compliance with local, state and federal regulations, maintains and reviews pension plan(s) reporting, and employee deductions. Participates in the development of financial information and analysis related to Board materials, the annual audit and budgeting process. Under the direction of the Controller, this position takes the lead in gathering documentation responsive to the audit and budget processes.

### SUPERVISION RECEIVED AND EXERCISED:

The Lead General Ledger Accountant reports to the Controller and exercises technical and functional direction to accounting staff related to the District's accounting cycles and budget development.

All positions assigned to this class require the ability to work independently, exercising judgment and initiative and the ability to train others.

### CLASS CHARACTERISTICS:

This is an advanced journey-level classification. Incumbents at this level are expected to perform the full range of duties as the General Ledger Accountant and distinguished from other classes within the series by level of responsibility assumed, complexity of duties assigned, independence of action taken, providing technical and functional direction of accounting staff and by the amount of time spent performing the duties and working independently. At this level, they receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures of the work unit.

### EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

*Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.*

- Works with District staff to ensure support for internal customers in a team-oriented work environment that supports achieving the Accounting Department and District's mission, vision and values.
- Participates in and provides day-to-day leadership, training, and technical direction of tasks assigned to Accounting Staff.

- Provides secondary technical review of the work performed by Accounting Department staff.
- Coordinates prioritization of workloads and provides daily direction and communication so that accounting processes are handled in a timely, efficient, and knowledgeable manner.
- Reviews the preparation of bi-weekly payroll including employee set-up, entering employee Personnel Action Forms data, employee deductions such as wage garnishments, files federal, state, and local reports, reviews payroll tax and pension filings, reviews extra check runs as necessary.
- Participates in a variety of accounting activities including training and review of payroll processing, general ledger account reconciliations, bank reconciliations, wire transfers, accounts receivable, accounts payable, fixed asset, project and grant billing and reconciliations.
- Maintains the general ledger in a complete, accurate and timely manner including the alignment with the monthly financial statements and supporting schedules
- Reviews and posts the preparation of general journal entries and reviews accounting codes
- Researches discrepancies in financial transactions and coordinates resolution with affected departments. Updates related files and departments on action items.
- Supports the reconciliation of the Event Center and Recreation Software to Accounting Software.
- Leads the response to requests from external auditors and reviews documentation provided for the completion of annual audits.
- Maintains the District's time and material and miscellaneous accounts receivable system, including grant billing and reimbursement claims.
- Reviews the reconciliation of parking revenue with daily statements, bank statements, and credit card system.
- Reviews the reconciliation of concessionaire revenue reported with payments received; assists with counting cash from District operations.
- Reviews accounts payable processing by accounting staff and serves as the back-up for performing accounts payable tasks.
- Reviews the preparation of annual 1099's and annual W-2 forms.
- Assist in the preparation, implementation, and maintenance of accounting procedures.
- Reviews records requests and surveys conducted by the public and government agencies.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Coordinates financial reporting, compliance, and payment processing for grant-funded projects.
- Supports project tracking and labor allocations for engineering projects.
- Maintains receivables related to time and materials, grants, and reimbursements
- Performs backup duties of the General Ledger Accountant and other Accounting Support Staff.
- Assists in the development of the District's budget utilizing the District's budget and reporting software and review of budget data entry.
- Assists management staff with special projects and performs other related duties.
- Review and approve wire transfers and journal funding transfers.

<b>MINIMUM QUALIFICATIONS:</b>
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*Any Combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

**EDUCATION AND EXPERIENCE:**

- 1) Completion of an Associate's degree or equivalent from an accredited college or university in accounting or a related field that may include specialized courses, training or certifications in accounting related topics that demonstrates advanced knowledge of accounting principles, financial statements and internal control practices. A Bachelor's degree from an accredited college or university in accounting or a related field is preferred; and
- 2) Five (5) years of experience providing technical support to accounting staff .

**KNOWLEDGE OF:**

- Business arithmetic techniques.
- Computerized accounting systems.
- Principles and practices of accounting processes, including payroll, accounts payable, accounts receivable, and general ledger entries for the preparation of budgets and financial reporting
- Federal and state tax laws for sales and payroll; Fair Labor Standards Act (FLSA).
- District and mandated safety rules, regulations, and protocols.
- 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.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

**ABILITY TO:**

- Review and perform routine accounting processing tasks in payroll, accounts payable and accounts receivable.
- Review and prepare journal entries and reconcile the general ledger and monthly bank statements.
- Prioritize and effectively manage time, critical analysis.
- Engage in interpersonal communications, verbally and in writing with a diverse range of people, and maintain effective business relationships, identifying, analyzing and independently solving a variety of complex situations and problems.
- Communicates professionally and courteously with the Board of Directors, District staff, customers and general public; establishes and maintains cooperative and effective working relationships.
- Make thorough and accurate arithmetic computations.

- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize work, set priorities, and meet critical time deadlines.
- 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.

#### LICENSES AND CERTIFICATIONS:

- Possession of, or the ability to obtain within eighteen (18) months from the date of hire a Certified Payroll Professional Certificate.
- Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.

#### TOOLS AND EQUIPMENT USED:

Personal computer, including word processing, spreadsheet, database, fax, copy machine, calculator; check scanner; phone; cell phone.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, 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 hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing and 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 weighing up to 20 pounds.

#### ENVIRONMENTAL CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. 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 private representatives in enforcing departmental policies and procedures.





## Government & Community Affairs Manager

### DEFINITION:

Under the general direction of the General Manager/CEO, the Government & Community Affairs Manager is responsible for the coordination, administration, and management of the District's communications and community relations, legislative and intergovernmental affairs, grant funding development activities, and strategic initiatives.

This position represents this District and the Board of Directors in the community and with local, regional, state and federal partner agencies; fosters transparency, community trust, and regional collaboration; and develops and implements communications and public outreach strategies at the local, state, and federal level to advance the District's priorities and protect the District's interests.

This position also manages the District's crisis and emergency communications, media relations, conservation and community education programs.

### SUPERVISION RECEIVED/EXERCISED:

Receives general and administrative direction from the General Manager/CEO or their designee. May provide technical and functional direction over professional, technical and assigned personnel.

### DISTINGUISHING CHARACTERISTICS:

This is a professional-level, confidential position and works closely with the General Manager/CEO in developing and maintaining a unified internal and external voice for programs and projects within the District through various communication strategies and media.

This position assists District management in disseminating information specific to each department and/or project while creating, and is responsible for developing, a unified external outreach program.

The role requires a strong understanding of local government operations, the regulatory landscape, and the unique environmental, economic, and social dynamics of the Lake Tahoe Basin.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):
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*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodation so that qualified employees can perform the essential functions of the job. The following reflects the general duties and responsibilities of this position and should not be considered all-inclusive. Other duties may be assigned as prioritized by the General Manager/CEO.*

- Serve as the primary communications officer and public affairs strategist for the District.
- Develop and implement a proactive and transparent communications and marketing program that reflects the District mission and vision, enhances public trust, and fosters community engagement.
- Manage District branding and digital presence, including website management, social media strategy and content, newsletters, publications, reports, advertisements, and visual storytelling.
- Manage community engagement initiatives and public education campaigns related to District programs, rates, capital improvement and grant-funded projects, conservation programs, recreation activities and events, and special initiatives.
- Develop, write, edit, design and produce various communication materials, in cooperation with District departments; including (but not limited to): newsletters, brochures, fact sheets, press releases, articles, multi-media presentations, social media and website content, emergency alerts and notices, legislative correspondence, reports and special publications.
- Act as lead spokesperson and media contact, managing the District's media relations and reputation with local and regional media outlets.
- Manage the communications of the District's Emergency Response Plan and serve as the District's Community Liaison and Chief Emergency Contact during District-wide emergencies. Works with local agency partners during an emergency to develop and direct emergency information to the District residents, local media, District employees and the public.
- Research and prepare grant applications, proposals, and related materials for District projects and operational needs. Manage District grant reporting and deliverables to granting partner agencies, with assistance from department managers and staff.
- Collaborate with department managers and staff to ensure internal communications and employee messages are timely, accurate, and consistent.
- Collaborate with the Customer Service Team to develop and implement customer outreach, ensuring messages, directions, and notices are timely, accurate, and consistent.

- Lead and manage the District's legislative affairs programs, including developing strategy and monitoring legislation, developing collateral materials and preparing policy communications, and coordinating with elected officials and legislative representatives on key issues impacting the District and the Tahoe Basin.
- Represent the District in federal, state, and local legislative and regulatory proceedings to further the District's strategic interests. In coordination with the General Manager/CEO, manage and direct the District's state and federal lobbying contracts and direct consultant work.
- Develop and maintain effective and cooperative relationships with District partners, elected officials and organizations, and participate in community and professional groups and committees.
- Maintain oversight and administration of the Communications Department budget and financial responsibilities to external advertising and promotional outlets, vendors, and partners.
- Attend Board, Committee and Commission meetings as directed or required; prepare monthly Board and Commission reports and agenda items as directed or required; attend public meetings as directed or necessary.
- Participate in the development and implementation of District strategic plans, master plans, policies, procedures, and standards.
- Attend training, seminars and educational classes as necessary to maintain relevancy with current technologies and information on District-related subjects.

MINIMUM QUALIFICATIONS:
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*Any Combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

EDUCATION & EXPERIENCE:

- Equivalent to a Bachelor's degree from an accredited college or university, in public affairs, public relations, communications, legislative affairs, business, environmental science, environmental management, or related field; and
- A minimum of six (6) years of progressively responsible professional experience in the public sector, specifically working in the field of communications, government and state legislative affairs, public relations, and other related experience may be considered.
- Previous experience communicating with a range of audiences, including the public, public agencies, and the media, is desired. Previous experience with public speaking and on-camera interviews is highly desired.

KNOWLEDGE OF:

- Professional graphic design software and online digital design platforms.

- Social media platforms and social media management and metrics reporting software.
- Microsoft Office and data management software such as Access and Excel.
- Wordpress Content Management systems and website development software.
- Google Analytics and website metrics and reporting platforms.
- Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards and website accessibility software and tools.
- Proficient use of digital cameras, video camera equipment, drone camera equipment.

**ABILITY TO:**

- Communicate clearly and concisely, both orally and in writing for a broad audience of District employees, Board of Directors and Commissioners, government agency partners, media outlets, and other external stakeholders.
- Develop and maintain professional relationships with internal and external personnel; and demonstrate teamwork and cooperation, fostering a positive work environment and culture of trust and transparent communication across the District.
- Maintain a broad knowledge of the District's strategic priorities, infrastructure, facilities, programs, and issues currently faced by residents within the District and the local Lake Tahoe community.
- Maintain confidentiality and professionalism in all situations, both internal and external.
- Gain cooperation through discussion and positive negotiation tactics. Work independently and operate with minimal supervision.
- Prioritize a constantly shifting workload with variable deadlines and unrelated deliverables to various internal departments and external agencies and stakeholders.
- Organize and prioritize a wide variety of tasks in an effective and timely manner.
- Maintain professionalism in public settings and make decisions and statements conforming to the District's policies, procedures, standards, and ordinances.
- Work well under pressure and maintain critical accuracy and transparency in emergency situations and crisis's impacting the District and surrounding Lake Tahoe communities.
- Read and follow safety procedures.

**LICENSES:**

Possession of a California or Nevada Driver's License with an acceptable driving record at the time of appointment and throughout employment.

**CERTIFICATIONS:**

- Public Information Officer Certificate and/or SEMS/NIMS introduction course is desirable.

- Public Relations Society of America – Accreditation in Public Relations is desirable.
- National Disaster & Emergency Management University (NDEMU) Public Information Officer (PIO) training program completion is desirable.
- Federal Aviation Administration (FAA) Part 107 – Commercial Drone Pilot Certification is desirable.

#### TOOLS AND EQUIPMENT USED:

Personal computer, including current communication related software programs; phone, mobile device, camera, drone-based aerial camera, copy machine, facsimile and other modern office equipment.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the American with Disabilities Act (ADA) requirements. On a case-by-case basis, reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in an office setting. Hand-eye coordination is necessary to operate computers and various pieces of office equipment; use fingers to write or type.

While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, bend, kneel, crouch, or crawl; talk or hear; and smell.

The employee will occasionally be required to lift or move up to 50 pounds and may need to carry for approximate distances up to 100 feet.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee may be required to operate a vehicle to attend meetings, presentations or events.

#### WORK ENVIRONMENT:

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

While performing the duties of this job, the employee will occasionally be working outdoors and will have to tolerate adverse weather conditions. The employee occasionally works around moving mechanical parts and is occasionally exposed to wet and/or humid conditions, dust, noise, pollens or airborne particles, and fumes. The noise level in the work environment is usually quiet to moderate.

Occasional travel out of town is required.

North Tahoe Public Utility District  
Incentive Certification Program

Classifications  
Operational and Information Technology Technician I/II  
Asset Management Technician I/II

Updated: June 10, 2025

Description	Incentive
S.W.R.C.B. Water Treatment Facility Operator Grade 1	1.5%
S.W.R.C.B. Water Distribution Operator Grade 1	1.5%
C.W.E.A. Collection System Maintenance Grade 1 (a)	1.0%
C.W.E.A. Electrical/Instrumentation Grade 1	1.5%
C.W.E.A. Electrical/Instrumentation Grade 2	2.5%
Microsoft 365 Fundamental (MS-900)	1.5%
CompTIA ITF+	1.5%
CompTIA A+ Core 1	1.5%
CompTIA A+ Core 2	1.5%
CompTIA Security+ or	1.5%
CompTIA Network+	1.5%
CISSP (Certified Information Systems Security Professional)	1.5%
CEH (Certified Ethical Hacker)	1.5%
CCNA (Certified Network Associate)	1.5%
ESRI ArcGIS GIS Fundamentals Foundation 2201	1.5%
ESRI ArcGIS Desktop Associate 19-001	2.5%
Inductive Automation Ignition Core Certification	1.5%
Inductive Automation Ignition Gold Certification	2.5%
Certification of Training in Asset Management (CTAM) 100	1.0%
Certification of Training in Asset Management (CTAM) 200	1.0%
Certification of Training in Asset Management (CTAM) 300	1.0%
Certification of Training in Asset Management (CTAM) 400 + Associate Water Asset Manager (b)	1.0%
Professional Water Asset Manager or equivalent.	1.0%
Bilingual Incentive: Speaking - requires passing test through a contracted professional initially and every three (3) years thereafter.	1.0%
Bilingual Incentive: Writing - requires passing test through a contracted professional initially and every three (3) years thereafter.	1.0%
Professional Engineer's Certification (PE)	\$100 biweekly
College Accredited Courses, Classroom or Online: Successful completion of 3 Unit course or approved certification at an accredited college or university in job-related subject. Each course requires prior approval and must be completed on employee's time or during approved leave under Section 1.22.B of this MOU, at employee's expense. Upon successful completion, costs of exam, registration fee, and course materials will be reimbursed to the EMPLOYEE.	1.5%
North Lake Tahoe-Truckee Leadership Program	1.5%
(a) Grade 1 shall be granted a 1% incentive bonus if a written test was required for certification.	
(b) Must complete CTAM 400 and application process to become Associate Water Asset Manager.	

North Tahoe Public Utility District	
PROPOSED Incentive Certification Program	
Classifications	
Operational and Information Technology Technician I/II	
Asset Management Technician I/II	
Updated: June 10, 2025	
Description	Incentive
S.W.R.C.B. Water Treatment Facility Operator Grade 1	1.5%
S.W.R.C.B. Water Distribution Operator Grade 1	1.5%
C.W.E.A. Collection System Maintenance Grade 1 (a)	1.0%
C.W.E.A. Electrical/Instrumentation Grade 1	1.5%
C.W.E.A. Electrical/Instrumentation Grade 2	2.5%
Microsoft 365 Fundamental (MS-900)	1.5%
CompTIA ITF+	1.5%
CompTIA A+ Core 1	1.5%
CompTIA A+ Core 2	1.5%
CompTIA Security+ or	1.5%
CompTIA Network+	1.5%
CISSP (Certified Information Systems Security Professional)	1.5%
CEH (Certified Ethical Hacker)	1.5%
CCNA (Certified Network Associate)	1.5%
ESRI ArcGIS GIS Fundamentals Foundation 2201	1.5%
ESRI ArcGIS Desktop Associate 19-001	2.5%
Inductive Automation Ignition Core Certification	1.5%
Inductive Automation Ignition Gold Certification	2.5%
Certification of Training in Asset Management (CTAM) 100	1.0%
Certification of Training in Asset Management (CTAM) 200	1.0%
Certification of Training in Asset Management (CTAM) 300	1.0%
Certification of Training in Asset Management (CTAM) 400 + Associate Water Asset Manager (b)	1.0%
Professional Water Asset Manager or equivalent.	1.0%
Bilingual Incentive: Speaking - requires passing test through a contracted professional initially and every three (3) years thereafter.	1.0%
Bilingual Incentive: Writing - requires passing test through a contracted professional initially and every three (3) years thereafter.	1.0%
Professional Engineer's Certification (PE)	\$100 biweekly
College Accredited Courses, Classroom or Online:	1.5%
Successful completion of 3 Unit course or approved certification at an accredited college or university in job-related subject. Each course requires prior approval and must be completed on employee's time or during approved leave under Section 1.22.B of this MOU, at employee's expense. Upon successful completion, costs of exam, registration fee, and course materials will be reimbursed to the EMPLOYEE.	
North Lake Tahoe-Truckee Leadership Program	1.5%
(a) Grade 1 shall be granted a 1% incentive bonus if a written test was required for certification.	
(b) Must complete CTAM 400 and application process to become Associate Water Asset Manager.	



North Tahoe Public Utility District	
Incentive Certification Program	
<u>Classifications</u>	
Administrative Assistant	
Contracts and Planning Coordinator	
Customer Service Representative I/II	
Customer Service Team Lead	
Accounting Technician	
General Ledger Accountant	
Lead General Ledger Accountant	
Purchasing Technician	
Utility Operations Coordinator	
Updated: June 10, 2025	
Description	Incentive
S.W.R.C.B. Water Distribution Operator Grade 1 (a) (c)	1.0%
S.W.R.C.B. Water Distribution Operator Grade 2 (a) (d)	2.5%
S.W.R.C.B. Water Treatment Facility Operator Grade 1 (a)	1.0%
S.W.R.C.B. Water Treatment Facility Operator Grade 2 (a)	2.5%
C.W.E.A. Collection System Maintenance Grade 1 (a)	1.0%
C.W.E.A. Collection System Maintenance Grade 2 (a)	2.5%
NASSCO – Pipeline and Lateral Assessment Program (PACP & LACP) (g)	1.5%
Notary Public License (e)	1.0%
Forklift Operators License (f)	2.0%
Bilingual Incentive: Speaking - requires passing test through a contracted professional initially and every three (3) years thereafter.	1.0%
Bilingual Incentive: Writing - requires passing test through a contracted professional initially and every three (3) years thereafter.	1.0%
College Accredited Courses, Classroom or Online:	1.5%
Successful completion of 3 Unit course or approved certification at an accredited college or university in job-related subject. Each course requires prior approval and must be completed on employee's time or during approved leave under Section 1.22.B of this MOU, at employee's expense. Upon successful completion, costs of exam, registration fee, and course materials will be reimbursed to the EMPLOYEE.	
Certification/education courses equivalent to a 3-unit college course will be considered: MS Office Suite – includes MS Word, Excel, Outlook, Access, Project, and PowerPoint; Asset Management-Lucity; Crystal Reporting; Website Maintenance.	
Examples (based on availability):	
TMCC (Truckee Meadows Community College)	
· Administrative Professional Certification	
· Business Certification	
· Bookkeeper Certification	
– Online Certification Courses, 3 units each, includes Business Speech Communications, Leadership and Human Relations, Applied Business Math, Business Letters and Reports, Business English, Customer Service, Word Certification Preparation, Excel Certification Preparation, Office Publications, Executive Office Procedures, Bookkeeping I or II, Financial Accounting, Payroll and Employee Benefit Accounting, Principles of Management, Supervision	
Sierra College Distance Learning Online, 3-Unit Courses: Computer Information Systems, Business Information Systems, Spreadsheets in Business, MS Outlook – Managing Info, Accounting I & II, Financial Accounting II, Managerial Accounting, Human Resources Management.	

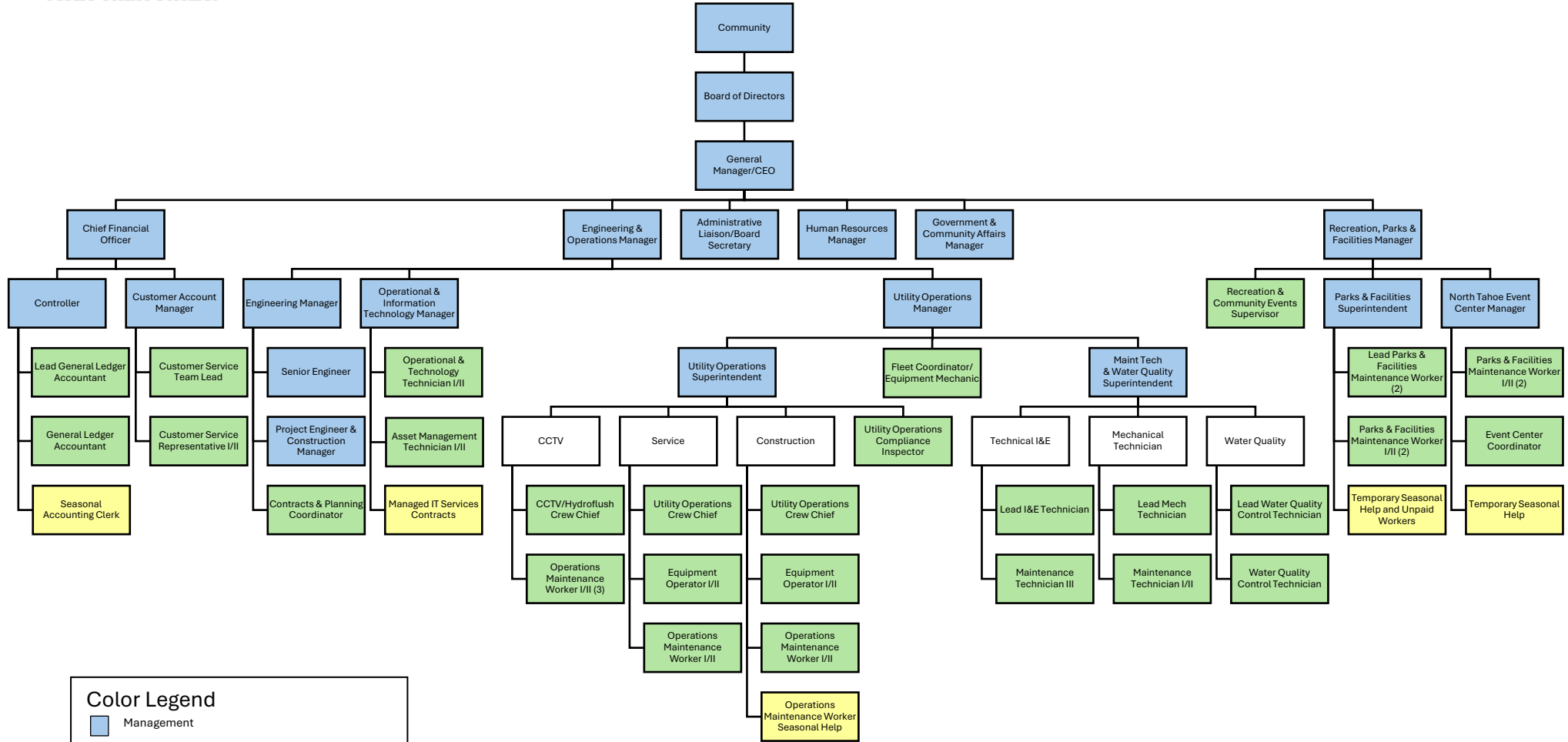
College Non-Accredited Courses, Classroom or Online: Successful completion of a non-accredited course or approved certification at an accredited college or university in a job-related subject. A minimum of 8 hours is required to be considered for certification pay. Each course requires prior approval and must be completed on employee's time or during approved leave under Section 1.22.B of this MOU, at employee's expense. Upon successful completion, costs of exam, registration fee, and course materials will be reimbursed to the EMPLOYEE. (b) Examples of online courses (based on availability):	0.2% for a minimum of 8 hours
· Ed2go (Sierra College or TMCC) online courses such as: Categories include Accounting and Finance (43 courses including Accounting Fundamentals, Accounting Software, Business Writing, Database Management); Business (150 courses including Business Communication, Business Software, General Business Skills, Grant Writing, Management and Leadership, Project Management); Business Communications, Effective Business Writing; Microsoft Access.	
· UNR Online Purchasing Management Certificate program (7 course requirements for certificate, includes courses such as Budgeting Essentials, Essentials of Purchasing, Management Essentials, The Supply Chain Process, Legal Aspects of Contracts, Negotiating Strategies, Persuasive Communication, Price and Cost Analysis, Supplier Contracting, The Procurement Process.	
· UGotClass Online Sierra College: Certificate in Data Analysis, Social Media for Business Certificate (3 courses, approximately 48 hours)	
Any other course that may be deemed appropriate by management.	
North Lake Tahoe-Truckee Leadership Program	1.50%
(a) Incentive bonus shall be granted if a written test is required for certification or course completion.	
(b) For those certifications/courses without a written test Incentive bonus shall be granted by completing Course Questionnaire after each class/course. Each class/course required prior approval.	
(c) Utility Operations Coordinator not eligible; already included in base wage.	
(d) Utility Operations Coordinator eligible for 1.5% since 1% is included in base wage.	
(e) Limited to two (2) positions	
(f) Purchasing Technician receives 2%.	
(g) Limited to the Utility Operations Coordinator	

North Tahoe Public Utility District	
Incentive Certification Program	
<u>Classifications</u>	
Administrative Assistant	
Contracts and Planning Coordinator	
Customer Service Representative I/II	
Customer Service Team Lead	
Accounting Technician	
General Ledger Accountant	
Lead General Ledger Accountant	
Purchasing Technician	
Utility Operations Coordinator	
Updated: June 10, 2025	
Description	Incentive
S.W.R.C.B. Water Distribution Operator Grade 1 (a) (c)	1.0%
S.W.R.C.B. Water Distribution Operator Grade 2 (a) (d)	2.5%
S.W.R.C.B. Water Treatment Facility Operator Grade 1 (a)	1.0%
S.W.R.C.B. Water Treatment Facility Operator Grade 2 (a)	2.5%
C.W.E.A. Collection System Maintenance Grade 1 (a)	1.0%
C.W.E.A. Collection System Maintenance Grade 2 (a)	2.5%
NASSCO – Pipeline and Lateral Assessment Program (PACP & LACP) (g)	1.5%
Notary Public License (e)	1.0%
Forklift Operators License (f)	<del>0.5%</del> 2.0%
Bilingual Incentive: Speaking - requires passing test through a contracted professional initially and every three (3) years thereafter.	1.0%
Bilingual Incentive: Writing - requires passing test through a contracted professional initially and every three (3) years thereafter.	1.0%
College Accredited Courses, Classroom or Online:	1.5%
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Sierra College Distance Learning Online, 3-Unit Courses: Computer Information Systems, Business Information Systems, Spreadsheets in Business, MS Outlook – Managing Info, Accounting I & II, Financial Accounting II, Managerial Accounting, Human Resources Management.	

College Non-Accredited Courses, Classroom or Online: Successful completion of a non-accredited course or approved certification at an accredited college or university in a job-related subject. A minimum of 8 hours is required to be considered for certification pay. Each course requires prior approval and must be completed on employee's time or during approved leave under Section 1.22.B of this MOU, at employee's expense. Upon successful completion, costs of exam, registration fee, and course materials will be reimbursed to the EMPLOYEE. (b) Examples of online courses (based on availability):	0.2% for a minimum of 8 hours
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· UGotClass Online Sierra College: Certificate in Data Analysis, Social Media for Business Certificate (3 courses, approximately 48 hours)	
Any other course that may be deemed appropriate by management.	
North Lake Tahoe-Truckee Leadership Program	1.50%
(a) Incentive bonus shall be granted if a written test is required for certification or course completion.	
(b) For those certifications/courses without a written test Incentive bonus shall be granted by completing Course Questionnaire after each class/course. Each class/course required prior approval.	
(c) Utility Operations Coordinator not eligible; already included in base wage.	
(d) Utility Operations Coordinator eligible for 1.5% since 1% is included in base wage.	
(e) Limited to two (2) positions	
(f) Purchasing Technician receives 2%. <del>A total of two other certifications will be allowed for the Customer Service Representatives. Customer Service Team Lead is not eligible; already included in base wage.</del>	
(g) Limited to the Utility Operations Coordinator	



FISCAL YEAR 2024/2025  
Organizational Chart  
Proposed June 8, 2025



Color Legend

- Management
- Union/MOU
- Temporary, Seasonal, Consultant, Unpaid Workers
- Specialty Crews

**RESOLUTION NO. 2025-10  
OF THE BOARD OF DIRECTORS OF THE NORTH TAHOE  
PUBLIC UTILITY DISTRICT ADOPTING AN AMENDED  
FISCAL YEAR 2024/2025 PUBLICLY AVAILABLE PAY  
SCHEDULE FOR ALL EMPLOYEES AS REQUIRED BY  
CALPERS**

**WHEREAS**, CalPERS regulations require that employee pay rates be included on a publicly available pay schedule as defined in California Code of Regulations, Title 2, Section 570.5; and

**WHEREAS**, one of the requirements of Section 570.5 is that the District's pay schedule be adopted by resolution of the Board of Directors; and

**WHEREAS**, on June 11, 2024, the Board adopted Resolution 2024-14 adopting the Fiscal Year 2024/2025 publicly available pay schedule for all employees; and

**WHEREAS**, on September 16, 2024, the Board adopted Resolution 2024-22 adopting an amended Fiscal Year 2024/2025 public available pay schedule for all employees; and

**WHEREAS**, the Board of Directors has approved changes to the District's Organizational Chart, including the addition of new positions, and must add those new positions to the Fiscal Year 2024/2025 publicly available pay schedule for all employees.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the North Tahoe Public Utility District hereby adopts the Amended Fiscal Year 2024/2025 pay schedule attached hereto as Exhibit 1 and incorporated herein by this reference, with an effective date of June 8, 2025.

**APPROVED AND ADOPTED** this 10th day of June 2025.

**AYES:**

**NOES:**

**ABSTAIN:**

**ABSENT:**

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**Sue Daniels, President  
Board of Directors**

**ATTEST:**

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**Bradley A. Johnson, P.E.  
General Manager/CEO**

**EXHIBIT 1**  
**AMENDED PAY SCHEDULE**

**[attached behind this page]**

North Tahoe Public Utility District  
Bi-Weekly Salary Range Schedule  
**PROPOSED**    UPDATED    6/8/2025  
Effective July 7, 2024  
COLA = 3.2%

Position	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Chief Financial Officer	7,054.40	7,406.40	7,776.00	8,164.00	8,572.00	9,000.00
Controller	4,956.80	5,204.00	5,464.00	5,736.80	6,023.20	6,324.00
Customer Account Manager	3,787.20	3,976.00	4,174.40	4,382.40	4,600.80	4,830.40
Engineering & Operations Manager	6,814.40	7,154.40	7,512.00	7,887.20	8,280.80	8,694.40
Engineering Manager	6,215.20	6,525.60	6,851.20	7,193.60	7,552.80	7,930.40
Senior Engineer	5,405.60	5,675.20	5,958.40	6,256.00	6,568.80	6,896.80
Project Engineer & Construction Manager	4,722.40	4,958.40	5,205.60	5,465.60	5,738.40	6,024.80
Utility Operations Manager	5,472.00	5,744.80	6,032.00	6,333.60	6,649.60	6,981.60
Maintenance Technician & Water Quality Superintendent	4,528.80	4,755.20	4,992.80	5,242.40	5,504.00	5,779.20
Utility Operations Superintendent	4,528.80	4,755.20	4,992.80	5,242.40	5,504.00	5,779.20
Administrative Liaison/Board Secretary	3,680.00	3,863.20	4,056.00	4,258.40	4,471.20	4,694.40
Human Resources Manager	4,714.40	4,949.60	5,196.80	5,456.00	5,728.00	6,014.40
Operational & Information Technology Manager	4,722.40	4,958.40	5,205.60	5,465.60	5,738.40	6,024.80
Public Information Officer	3,680.00	3,863.20	4,056.00	4,258.40	4,471.20	4,694.40
Government & Community Affairs Manager	5,408.80	5,679.20	5,962.40	6,260.00	6,572.80	6,900.80
Recreation, Parks, & Facilities Manager	4,457.60	4,680.00	4,913.60	5,159.20	5,416.80	5,687.20
Parks and Facilities Superintendent	3,765.60	3,953.60	4,151.20	4,358.40	4,576.00	4,804.80
Event Center Manager	3,188.80	3,348.00	3,515.20	3,690.40	3,874.40	4,068.00
General Manager/CEO	8,296.45		By Agreement			11,614.54



North Tahoe Public Utility District  
**PROPOSED**    **UPDATED**    6/8/2025  
 Effective July 7, 2024  
 COLA = 3.2%

Position	Hourly Wage Range Schedule						Bi-Weekly Hourly Wage Range Schedule					
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Maintenance Worker I	28.98	30.42	31.94	33.53	35.20	36.96	2,318.40	2,433.60	2,555.20	2,682.40	2,816.00	2,956.80
Maintenance Worker II	33.31	34.97	36.71	38.54	40.46	42.48	2,664.80	2,797.60	2,936.80	3,083.20	3,236.80	3,398.40
Equipment Operator I	31.47	33.04	34.69	36.42	38.24	40.15	2,517.60	2,643.20	2,775.20	2,913.60	3,059.20	3,212.00
Equipment Operator II	35.80	37.58	39.45	41.42	43.49	45.66	2,864.00	3,006.40	3,156.00	3,313.60	3,479.20	3,652.80
Water Quality Control Technician	33.31	34.97	36.71	38.54	40.46	42.48	2,664.80	2,797.60	2,936.80	3,083.20	3,236.80	3,398.40
Lead Water Quality Control Technician	38.99	40.93	42.97	45.11	47.36	49.72	3,119.20	3,274.40	3,437.60	3,608.80	3,788.80	3,977.60
Operations Coordinator	33.59	35.26	37.02	38.87	40.81	42.85	2,687.20	2,820.80	2,961.60	3,109.60	3,264.80	3,428.00
Maintenance Tech I	34.63	36.36	38.17	40.07	42.07	44.17	2,770.40	2,908.80	3,053.60	3,205.60	3,365.60	3,533.60
Maintenance Tech II	39.82	41.81	43.90	46.09	48.39	50.80	3,185.60	3,344.80	3,512.00	3,687.20	3,871.20	4,064.00
Maintenance Tech III	42.81	44.95	47.19	49.54	52.01	54.61	3,424.80	3,596.00	3,775.20	3,963.20	4,160.80	4,368.80
Lead Mechanical Technician	46.61	48.94	51.38	53.94	56.63	59.46	3,728.80	3,915.20	4,110.40	4,315.20	4,530.40	4,756.80
Lead Instrumentation & Electrical Technician	46.61	48.94	51.38	53.94	56.63	59.46	3,728.80	3,915.20	4,110.40	4,315.20	4,530.40	4,756.80
Utility Operations Compliance Inspector	35.80	37.58	39.45	41.42	43.49	45.66	2,864.00	3,006.40	3,156.00	3,313.60	3,479.20	3,652.80
Utility Operations Crew Chief	38.99	40.93	42.97	45.11	47.36	49.72	3,119.20	3,274.40	3,437.60	3,608.80	3,788.80	3,977.60
Utility Operations CCTV & Hydro-Flush Crew Chief	38.99	40.93	42.97	45.11	47.36	49.72	3,119.20	3,274.40	3,437.60	3,608.80	3,788.80	3,977.60
Fleet Coord/Equip Mechanic	37.72	39.60	41.58	43.65	45.83	48.12	3,017.60	3,168.00	3,326.40	3,492.00	3,666.40	3,849.60
Fleet Assistant	27.21	28.57	29.99	31.48	33.05	34.70	2,176.80	2,285.60	2,399.20	2,518.40	2,644.00	2,776.00
Administrative Assistant	28.52	29.94	31.43	33.00	34.65	36.38	2,281.60	2,395.20	2,514.40	2,640.00	2,772.00	2,910.40
Contracts & Planning Coordinator	34.80	36.54	38.36	40.27	42.28	44.39	2,784.00	2,923.20	3,068.80	3,221.60	3,382.40	3,551.20
GIS & SCADA Systems Engineer	50.11	52.61	55.24	58.00	60.90	63.94	4,008.80	4,208.80	4,419.20	4,640.00	4,872.00	5,115.20
Associate Engineer	55.57	58.34	61.25	64.31	67.52	70.89	4,445.60	4,667.20	4,900.00	5,144.80	5,401.60	5,671.20
Assistant Engineer	43.42	45.59	47.86	50.25	52.76	55.39	3,473.60	3,647.20	3,828.80	4,020.00	4,220.80	4,431.20
Engineering Technician I	29.56	31.03	32.58	34.20	35.90	37.69	2,364.80	2,482.40	2,606.40	2,736.00	2,872.00	3,015.20
Engineering Technician II	33.98	35.67	37.45	39.32	41.28	43.34	2,718.40	2,853.60	2,996.00	3,145.60	3,302.40	3,467.20
Public Works Construction Inspector	33.41	35.08	36.83	38.67	40.60	42.62	2,672.80	2,806.40	2,946.40	3,093.60	3,248.00	3,409.60
Parks & Facilities Maintenance Worker I	24.14	25.34	26.60	27.92	29.31	30.77	1,931.20	2,027.20	2,128.00	2,233.60	2,344.80	2,461.60
Parks & Facilities Maintenance Worker II	27.36	28.72	30.15	31.65	33.23	34.89	2,188.80	2,297.60	2,412.00	2,532.00	2,658.40	2,791.20
Lead Parks & Facilities Maintenance Worker	30.33	31.84	33.43	35.10	36.85	38.69	2,426.40	2,547.20	2,674.40	2,808.00	2,948.00	3,095.20
Parks & Facilities Supervisor	29.80	31.29	32.85	34.49	36.21	38.02	2,384.00	2,503.20	2,628.00	2,759.20	2,896.80	3,041.60
Park & Facilities Coordinator I	24.57	25.79	27.07	28.42	29.84	31.33	1,965.60	2,063.20	2,165.60	2,273.60	2,387.20	2,506.40
Park & Facilities Coordinator II	28.44	29.86	31.35	32.91	34.55	36.27	2,275.20	2,388.80	2,508.00	2,632.80	2,764.00	2,901.60
Event Center Coordinator	28.44	29.86	31.35	32.91	34.55	36.27	2,275.20	2,388.80	2,508.00	2,632.80	2,764.00	2,901.60
Recreation & Community Event Supervisor	33.69	35.37	37.13	38.98	40.92	42.96	2,695.20	2,829.60	2,970.40	3,118.40	3,273.60	3,436.80
Customer Service Rep I	23.81	25.00	26.24	27.55	28.92	30.36	1,904.80	2,000.00	2,099.20	2,204.00	2,313.60	2,428.80
Customer Service Rep II	28.75	30.18	31.68	33.26	34.92	36.66	2,300.00	2,414.40	2,534.40	2,660.80	2,793.60	2,932.80
Customer Service Team Lead	36.66	38.49	40.41	42.43	44.55	46.77	2,932.80	3,079.20	3,232.80	3,394.40	3,564.00	3,741.60
Purchasing Technician	32.02	33.62	35.30	37.06	38.91	40.85	2,561.60	2,689.60	2,824.00	2,964.80	3,112.80	3,268.00
Accounting Technician	27.85	29.24	30.70	32.23	33.84	35.53	2,228.00	2,339.20	2,456.00	2,578.40	2,707.20	2,842.40
General Ledger Accountant	37.43	39.30	41.26	43.32	45.48	47.75	2,994.40	3,144.00	3,300.80	3,465.60	3,638.40	3,820.00
Lead General Ledger Accountant	46.20	48.51	50.92	53.47	56.14	58.94	3,696.00	3,880.80	4,073.60	4,277.60	4,491.20	4,715.20
OIT Technician I	36.12	37.92	39.81	41.80	43.89	46.08	2,889.60	3,033.60	3,184.80	3,344.00	3,511.20	3,686.40
OIT Technician II	41.52	43.59	45.76	48.04	50.44	52.96	3,321.60	3,487.20	3,660.80	3,843.20	4,035.20	4,236.80
Asset Management Technician I	36.12	37.92	39.81	41.80	43.89	46.08	2,889.60	3,033.60	3,184.80	3,344.00	3,511.20	3,686.40
Asset Management Technician II	41.52	43.59	45.76	48.04	50.44	52.96	3,321.60	3,487.20	3,660.80	3,843.20	4,035.20	4,236.80