

EBID

Water Records Clerk I

Department: Irrigation SystemsClassification: Full-Time/Non-ExemptWage Range: \$10.50 – \$16.50Established Date: 09/21/1998Revision Date: 10/01/2018Page 1 of 2

JOB SUMMARY:

Performs a variety of specialized customer service functions relating to water irrigation transactions for District Members; provides assistance to District personnel related to accounting for surface water irrigation transactions; update records and accounts by entering and verifying data, processing documents and transactions utilizing current software; responsible to the ISM Data Manager. Outside of Irrigation Season, individual may be asked to help other departments throughout Maintenance Season and may be under the direction of different Management.

ESSENTIAL DUTIES:

1. Answer questions and/or provides information regarding water accounting issues via telephone calls, correspondence and visitors to the department.
2. Receives irrigation water orders from District Members via telephone, fax, online or in person.
3. Assists with water orders, transfers and adjustments for water accounting as needed.
4. Assists in coordination of information between District Members and District personnel.
5. Assists with maintenance of renter agreements in water accounting.
6. Maintains accurate files for District Member water accounts.
7. Maintains all water record data including owner's histories, grower's information sheets, and renter's agreements.
8. Maintains Operations Daily Log of incoming phone calls related to water operations.
9. Reports ditch breaks, accidents or emergency incidents to the proper member of Management.
10. Assists Irrigation Systems Data Manager with water accounting data and reports as needed.
11. Responsible for knowing and abiding by all department and District policies and procedures.
12. Contributes to team effort by accomplishing related tasks as assigned.
13. Attendance during scheduled shift.
14. Perform other duties as assigned.

QUALIFICATIONS:

High School diploma or equivalent. One (1) year experience in an office setting and customer service. Bilingual (English/Spanish) is highly preferred to assist members of the District. Computer knowledge is required, MS Office.

Education/Experience substitution: A combination of education, training and experience may be applied.

Licenses/Certifications: Must have a valid driver's license.

Other: Must pass post-offer, pre-employment drug screen, medical exam and motor vehicle report in compliance with District insurance guidelines.

KNOWLEDGE/SKILLS/ABILITIES:

Must have knowledge of general office practices and procedures; analyzing and processing various types of documents and information; telephone etiquette and customer service skills; ability to acquire knowledge of surface water irrigation and water accounting issues; business English: spelling, grammar, punctuation, basic arithmetic; general office equipment and computer literacy with applicable software.

Must be able to perform multiple tasks, working with deadlines, responding to customer issues on the phone and/or in person; be able to handle high stress during irrigation season including handling customer complaints.

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Must have the ability to communicate, exercise independent judgment, understand and respond to irrigation and water accounting questions from District Members relating position; utilize pertinent computer applications; respond to inquiries and maintain accurate records; demonstrate attention to detail; understand and follow broad or complex instructions; use initiative and independent judgment while recognizing when to refer matters to the attention of Management; maintain effective and cooperative working relationships with others; understand and analyze various types of data, documents and maps.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee must be able to work in a fast paced environment; the employee must be able to move about the work environment; must have the ability to frequently move or re-position up to 20 pounds of materials or objects; must be able to communicate effectively both orally and in writing; must be able to operate certain office equipment; specific vision abilities required by this position include extended periods of time reading, close vision and ability to adjust focus. Essential duties are performed indoors under normal controlled temperature conditions; work surface is even, carpeted, tiled and/or a concrete floors.

This organization reserves the right to change job duties and a responsibility as need arises. This job description does not constitute a written or implied contract of employment.

FREQUENCY:	NEVER	= 0%
	RARELY	= 10%
	OCCASIONALLY	= 33%
	FREQUENTLY	= 34-66%
	CONTINUOUSLY	= 67+%

LIFTING:**WEIGHT**

1-10 lbs.

11-20 lbs.

FREQUENCY

Continuously

Frequently

OBJECT

Paper, folders and books

Paper, maps and copy supplies, boxes & misc.

CARRYING:**WEIGHT**

1-10 lbs.

11-20 lbs.

FREQUENCY

Continuously

Frequently

OBJECT

Paper, folders and books

Paper, maps and copy supplies, boxes & misc.

Bending:

Frequently

Squatting:

Occasionally

Kneeling:

Rarely

Crawling:

Rarely

Climbing:

Rarely

Reaching:

Continuously

Grasping:

Continuously

Sitting:

Continuously

Fine Manipulation:

Continuously

Applicant Declaration:

I have read the qualifications and requirements of the position of Water Records Clerk I. To the best of my knowledge, I can perform these duties with or without accommodation.

NAME: _____ **DATE:** _____