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## CUSTOMER SERVICE OUTREACH COORDINATOR

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### **DEFINITION**

Under general direction, performs a variety of community outreach and administrative tasks in the development of water conservation programs and services and other environmental activities.

### **SUPERVISION EXERCISED**

None

### **EXAMPLES OF DUTIES**

*Duties may include but are not limited to:*

Answer inquiries from the public, both in person and over the phone with regards to water conservation and other environmental programs; respond to and resolve field services complaints/concerns on routine and/or difficult issues.

Plan, develop and coordinate water conservation programs, including identification of drought tolerant plants, shrubs, trees and other landscaping species.

Monitor, track and report program requirements as mandated by the State.

Determine products, materials and equipment used for landscaping that promotes water conservation; prepare purchase orders, maintain inventories.

Meet with citizens to develop drought tolerant landscape design alternatives, including irrigation options, ensuring compliance with city regulations and standards; designs irrigation systems.

Assist in development of composting programs; develop educational programs and meet with citizens interested in home composting programs.

Respond to citizen inquiries regarding historical water use and ways to reduce current water use.

Manage and coordinate work orders; process invoices for payment.

Prepare cost estimates for time, materials and equipment. Order all parts, materials and services required in day-to-day water conservation operations as well as special projects and reconcile account and purchase order activities.

Perform related duties as assigned.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of:

Methods, techniques and equipment and supplies used in drought tolerant landscaping and water conservation programs.

Standard safety practices required in landscape maintenance and repair.

Record keeping and reporting.

Ability and Skill to:

Develop water conservation programs and communicate them to the public.

Identify plant materials and irrigation designs that promote water conservation.

Operate office equipment including computers, copying machines and phone systems.

Read, interpret and apply technical information from manuals, drawings, specifications, layouts, blueprints and schematics.

Respond to questions from the public and staff.

Plan and organize work to meet schedules and timelines.

Enforce and comply with Federal, State and local laws and City policies, procedures and codes applicable to water conservation, composting and related environmental programs.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

### **QUALIFICATIONS**

*Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:*

AA degree in urban forestry, parks administration, horticulture or related field and five (5) years increasingly responsible experience in parks, landscape, irrigation systems and environmental programs. BA/BS, Certified Arborist, bi-lingual skills desirable.



**LICENSE OR CERTIFICATE**

Must possess or have the ability to obtain an appropriate CA DL and a satisfactory driving record; American Red Cross certifications in C.P.R./ First Aid and Automated External Defibrillator (AED) Essentials.

**ESSENTIAL JOB FUNCTIONS/A.D.A.**

Ability to operate computer, calculator, telephone, portable radio, copying machine and light and heavy equipment used in maintenance operations

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations and sort/file documents

Ability to sit, stand and walk for two hours at a time

Ability to lift up to 90 pounds

Ability to get from one location to another in the course of doing business

Ability to work outdoors in all weather conditions including hot with sun exposure, cold and wet

