Resolution 2026-14

Resolution of the Board of Directors of the Pajaro Valley Water Management Agency

Amending the PV Water Organization Chart

The Board of Directors of the Pajaro Valley Water Management Agency ("PV Water") does resolve as follows:

WHEREAS, the Board desires to reclassify the position of:

- Finance & Administrative Services Manager to Director of Finance & Administration
- Customer Service Representative to Senior Customer Service Representative
- Account Clerk to Accounting Clerk
- Financial Analyst (no title change)
- Executive Assistant/Board Secretary to Executive Assistant / Board Secretary / Human Resources Administrator
- Water Conservation & Outreach Specialist to Public Outreach Coordinator & Water Conservation Specialist

WHEREAS, PV Water's Administration & Finance Committee discussed amending the Organization Chart during its meeting on October 13, 2026, and voted in favor of recommending that the Board adopt the revision contained herein; and

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Pajaro Valley Water Management Agency does hereby:

1. Reclassify the above stated Titles/Job Descriptions, respectively.
2. Amend the PV Water Organization Chart as shown in Exhibit A.
3. Approve the above stated Job Descriptions as shown in Exhibit B.
4. Approve the Salary Schedule as shown in Exhibit C.
5. Direct Staff to Evaluate the Field Staff Job Descriptions by July 2027.

PASSED AND ADOPTED by the Pajaro Valley Water Management Agency, County of Santa Cruz, State of California, the 21st day of October 2026, by the following vote:

AYES:	Rider, Miller, Culbertson, Newell, Broz, Bannister, Hernandez
NOES:	None
ABSENT:	None
ABSTAIN:	None

Stephen Rider (Oct 26, 2026 14:25:21 PDT)

Stephen Rider, Chair

Attest:

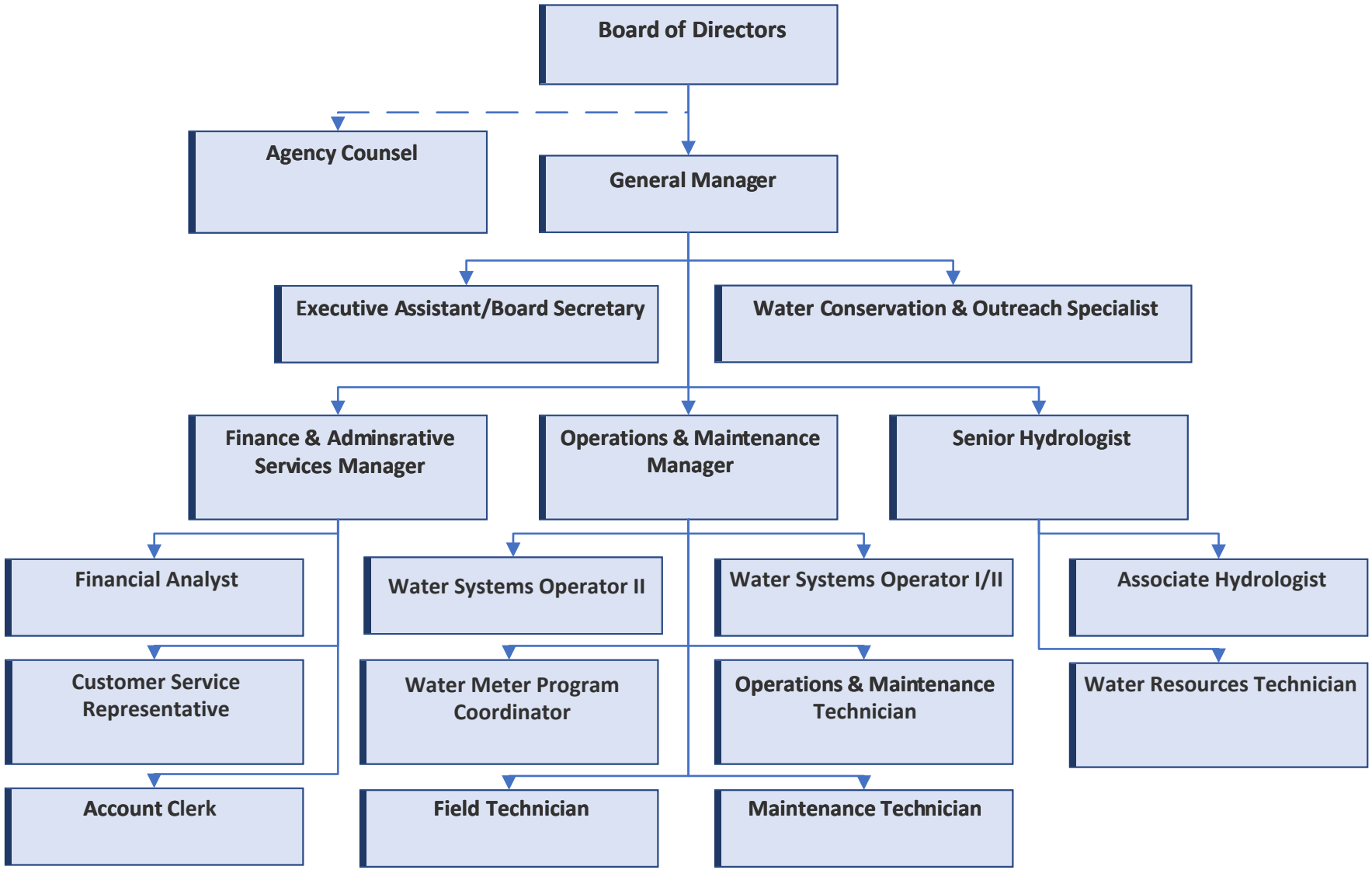
Corin Hammond, Secretary

Stephen Rider
E-signed 2026-10-26 02:25PM PDT
rider@pvwater.org

Corin Hammond
E-signed 2026-10-22 01:58PM PDT
chammond@pvwater.org
Pajaro Valley Water Management

Organization Chart

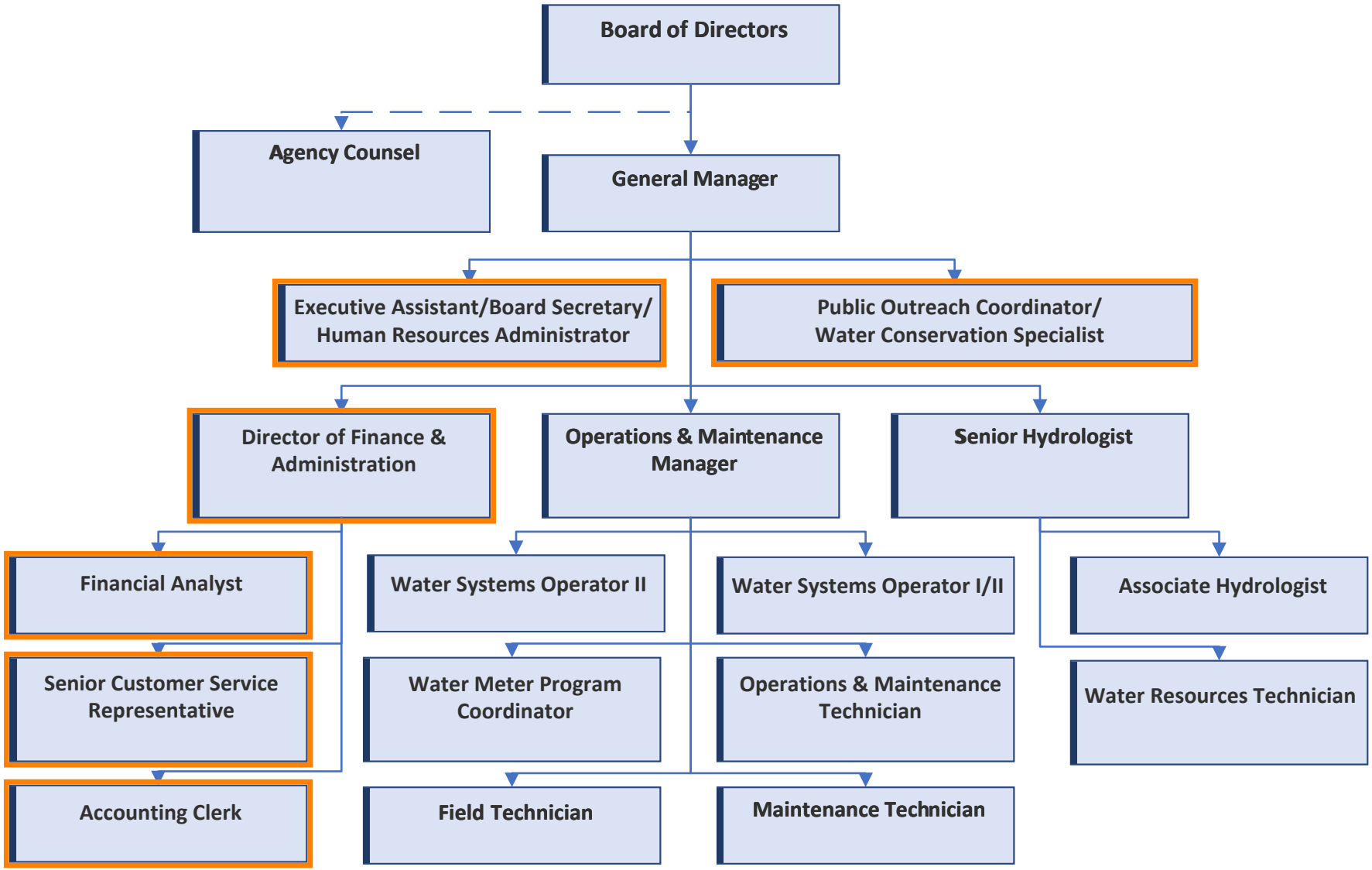
Pajaro Valley Water Management Agency



Adopted
October 15, 2025

Organization Chart

Pajaro Valley Water Management Agency



Proposed
October 21, 2026

Accounting Clerk

REPORTS TO: Director of Finance & Administration
STATUS: Non-Exempt
POSITION: Bilingual (English/Spanish) Required
REVISED: October 2026

DEFINITION

Under general supervision, the Accounting Clerk performs routine clerical accounting tasks, including but not limited to accounts payable, cash receipts, accounts receivable support, utility billing support, and financial recordkeeping. In addition, the Accounting Clerk has primary responsibility for answering the phones and serves as the receptionist for the Agency.

DISTINGUISHING CHARACTERISTICS

The Accounting Clerk performs routine clerical accounting, financial recordkeeping, customer service, and administrative support assignments in accordance with established Agency policies and procedures. The position requires accuracy, organization, attention to detail, and the ability to recognize and refer discrepancies or matters requiring further review. Responsibilities are primarily procedural in nature and do not typically require independent technical accounting analysis, interpretation of financial policies, or authority to approve financial adjustments. Assignments are performed under the supervision of the Finance & Administrative Services Manager.

EXAMPLES OF DUTIES

Reception & Administrative Duties

- Serve as the first point of contact for customers, visitors, and incoming telephone calls; respond to routine inquiries, and direct calls to appropriate Agency staff as appropriate.
- Provide customer service support as assigned.
- Maintain inventory of office supplies, order, and store supplies.
- Receive information and maintain records related to office supply expenditures and usage.
- Maintain files and perform general administrative and recordkeeping support duties.

Accounts Payable and Financial Recordkeeping

- Gather, assemble, tabulate, verify, and file financial data.
- Process documents related to financial transactions and financial recordkeeping.
- Prepare and process invoices and supporting documentation for payment; enter accounts payable information into the Agency's financial system.
- Maintain and update accounts payable information, vendor records and accounts payable files.
- Perform payment and account coding in accordance with established Agency procedures and generally accepted accounting principles.
- Prepare annual Form 1099 information returns and related documentation for timely filing and distribution in accordance with applicable requirements.
- Research information and make necessary adjustments to financial and statistical information as directed.
- Perform mathematical calculations and verify financial information for accuracy.
- Operate computerized fiscal recordkeeping and management information systems.

- Provide administrative assistance during annual audits of financial records.

Accounts Receivable, Utility Billing, and Customer Account Support

- Receive walk-in, mailed, and telephone payments and record payment information in accordance with established procedures.
- Receive and safeguard cash, checks, and other customer payments and issue receipts as applicable.
- Assemble, tabulate, balance, and process cash receipts and prepare deposits and supporting documentation.
- Assist customers with routine account and payment inquiries.
- Provide clerical support for utility billing and customer account maintenance, including researching County parcel records and other available information to identify potential discrepancies for review by appropriate staff. Assist with past-due accounts and collections, including routine customer contact as assigned.
- Establish and maintain customer account record files in accordance with established procedures.

General Duties

- Establish and maintain cooperative working relationships with coworkers, the public, and outside agencies/consultants.
- Assist with training and providing procedural guidance to employees on established clerical, accounting, and administrative processes as assigned. Maintain regular attendance and adhere to the prescribed work schedule to conduct job responsibilities.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic methods and practices of financial and statistical recordkeeping.
- Accounts payable, accounts receivable, cash receipt processing, customer payments, and basic accounts receivable procedures.
- Financial documentation and record retention requirements.
- Basic audit support and financial record keeping procedures.
- Basic utility billing and customer account procedures sufficient to provide assigned support and respond to routine customer inquiries.
- Accounting, utility billing, and financial management software.
- Basic mathematics.
- Microsoft Office applications, particularly Excel, Word, and Teams.
- Modern office methods, procedures, and use of equipment, including computers.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Perform a variety of financial and statistical recordkeeping assignments.
- Accurately process accounts payable transactions, customer payments, cash receipts, and related financial documentation in accordance with established procedures.
- Receive, count, balance, safeguard, and prepare cash and other customer payments for deposit.
- Make mathematical calculations quickly and accurately.
- Operate a computer and use Microsoft Office applications, including Excel and Word, and other data systems, including Springbrook software.
- Apply established account coding, payment processing, and recordkeeping procedures, and recognize transactions or discrepancies requiring additional review.
- Respond to routine customer and payment inquiries and appropriately refer billing disputes, account adjustments, and other complex matters to appropriate staff.

- Follow oral and written directions.
- Work under deadline pressure; handle multiple priorities and constant interruptions; and organize, prioritize, and complete tasks in a timely manner.
- Communicate effectively, both orally and in writing.
- Deal tactfully and courteously with the public, other staff members, and all others contacted in the course of work, whether in person, by telephone, or through written correspondence.
- Establish and maintain cooperative working relationships with coworkers, outside agencies, and the public.
- Speak and/or write Spanish fluently when the position is designated as bilingual.

EDUCATION AND EXPERIENCE

Any combination of education, training, and experience that demonstrates possession of the knowledge and abilities stated above and the ability to perform the duties of the position. A typical way to obtain the required knowledge and abilities would be:

Education: Completion of an associate's degree from an accredited community college in accounting, business administration, public administration, finance, or a related field is desirable, as is a bachelor's degree.

Experience: Two (2) years of experience in performing accounting, bookkeeping, accounts payable, cash receipts, accounts receivable, financial recordkeeping, customer payment processing, or related financial and administrative support work. Experience working in a public agency, special district, water utility, or municipality is highly desirable.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The employee performs work that is primarily sedentary and works at a computer for long periods of time. Must have manual dexterity to use a computer. Must be able to hear sufficiently to use a telephone and greet the public. Must be able to see and read small print.

LICENSE REQUIRED

Possession and continued maintenance of a valid California Driver's License and acceptable driving record, or the ability to arrange for reliable transportation sufficient to perform the essential functions of the position, subject to Agency approval.

DISCLAIMER

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

DIRECTOR OF FINANCE & ADMINISTRATION

REPORTS TO: General Manager
STATUS: Exempt
SUPERVISES: Financial Analyst, Senior Customer Service Representative, and Accounting Clerk
REVISED: October 2026

DEFINITION

Under general direction of the General Manager, plans, organizes, directs, and oversees PV Water's finance and administrative functions, including but not limited to accounting and financial reporting, budget development and administration, treasury and cash management, billing and revenue administration, payroll oversight, purchasing and procurement, contracts, grants and debt administration, internal controls, administrative services, and management oversight of human resources and risk management functions.

Serves as principal financial and administrative advisor to the General Manager and provides professional guidance and recommendations to the Board of Directors and Agency management on financial, organizational, personnel, and administrative matters. May act on behalf of the General Manager on delegated matters and during periods of absence.

Provides leadership and direction to assigned professional, technical, and administrative staff and develops and implements policies, procedures, internal controls, and business-process improvements to support effective Agency operations. Performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

The position is distinguished from other finance and administrative classifications by its responsibility for overseeing multiple functional areas, supervising assigned professional, technical, and administrative staff, and coordinating the Agency's finance, human resources, risk management, and administrative activities.

The position receives general direction from the General Manager and may perform delegated executive and administrative assignments on behalf of the General Manager.

EXAMPLES OF DUTIES

Budget/Fiscal Operations

- Develop budget preparation procedures and schedules; work with staff on proposed budgets and lead the preparation of draft and final fiscal year budgets for Board review and adoption.
- Design budgetary forms; develop and monitor general financial recordkeeping procedures and practices; oversee accounts receivable billing activities; and develop assessment procedures and systems.
- Implement refinements to financial systems and databases; oversee tax roll billing coordination with Monterey, Santa Cruz and San Benito Counties; and implement approved rates, fees, assessment and schedules as required.
- Forecast revenues and expenditures; oversee the stewardship of Agency funds, prepare and review cash-flow projections; monitor cash reserves and investments; recommend investments; and review monthly income and expenditure statements.
- Oversee delinquent accounts and collection activities, including customer payment arrangements and long-term delinquent accounts requiring coordination with legal counsel and

the Board of Directors.

- Lead and oversee the annual audit process and work with external auditors to resolve any outstanding issues; and evaluate and implement appropriate audit recommendations and process improvements.
- Prepare and administer cost accounting procedures for special projects and grants ensuring that expenditure is assigned to proper accounts and remain within the applicable budget and account limits.
- Oversee debt financing, grant, and loan programs; coordinate with bond counsel, bond underwriters, financial advisors and financing consultants.
- Lead and oversee contract and grant budget development, monitoring, reporting, and closeout; develop and administer purchasing and procurement practices and procedures; prepare bid specifications, evaluate bids and recommend awards.
- Analyze costs and required resources for new programs, staff or services.
- Oversee payroll functions and ensure continuity of payroll operations, including providing support as needed in the absence of the Financial Analyst.

Human Resources Management

- Provide management oversight of PV Water's human resources programs, policies, and practices, including recruitment and selection, classification and compensation, performance management, employee relations, benefits, and leave administration
- Coordinate with staff responsible for day-to-day HR operations to ensure compliance with CalPERS requirements and applicable federal and state laws and regulations, as well as Agency policies and procedures.
- Counsel employees and advise managers on sensitive employee relations and performance issues, coordinate management recommendations and responses with the General Manager and authorized advisors, as appropriate.
- Provide management level guidance to employees and supervisors regarding employment status, personnel policies, benefits, workplace concerns, and related personnel matters, in coordination with human resources staff
- Lead, conduct, and review compensation surveys, classification studies, job-description updates, and related organizational analyses and recommendations coordinate supporting information with human resources staff and develop recommendations for consideration by the General Manager and Board of Directors, as appropriate.
- Oversee the evaluation of employee benefits programs, including program effectiveness, costs and policy considerations; administration and coordinate with staff responsible for day-to-day program administration and implementation of approved changes
- Provide management oversight of the Agency's risk management, insurance, workers' compensation, and safety programs and coordinate with staff responsible for day-to-day program administration policy, financial, and organizational matters with the General Manager, human resources staff, and operational managers responsible for implementation.

Supervision and General Office

- Plan, organize, and direct the work of assigned professional, technical, and administrative staff; participate in employee selection, assign work and establish priorities.
- Develop performance expectations, goals and objectives for each position supervised.
- Observe and document performance and prepare periodic and special performance evaluations.
- Develop work procedures and practices for assigned staff; modify work assignments and schedules based on operational needs, review and approve expenditures and establish work schedules.
- Direct and oversee assigned office information technology; customer service functions; administrative systems, coordinate maintenance and improvement of systems and records.

- Oversee contracts for consultants and departmental services; review Agency contractual agreements and ensure that services are provided in accordance with contract provisions.

Assistance to the General Manager

- Perform executive and administrative assignments delegated by the General Manager, including acting on behalf of the General Manager on delegated matters and during periods of absence.
- Prepare, review, and edit correspondence and reports; provide complex analysis and research as assigned.
- Assist the General Manager in presenting reports and rendering professional advice to the Board of Directors.
- Participate in technical and professional meetings, represent the Agency as assigned, and perform related work as required.

QUALIFICATIONS

Knowledge of:

- Advanced principles, methods, and practices of public administration, as applied to finance, accounting, budgeting, treasury and investments, internal controls, purchasing and procurement, risk management, purchasing, and human resources administration.
- Contract negotiation and administration; research techniques, sources and availability of information; and methods of report preparation and presentation.
- Advanced principles and practices of governmental accounting, financial reporting, budget preparation, and administration.
- Principles and practices of supervision, training, staff development, and performance management.
- Advanced business mathematics.
- English usage, spelling, grammar, and punctuation.
- Applicable federal, state, and local laws and regulations governing assigned financial and administrative functions.
- Financial management, accounting, database, spreadsheet, and other information systems and technology applicable to Agency operations.

Ability to:

- Supervise, coach, counsel, and motivate staff and establish long and short-term goals and objectives.
- Establish and maintain effective financial procedures and internal controls.
- Provide outstanding customer service and ensure that assigned staff provide effective and professional customer service.
- Analyze complex technical and administrative problems; develop sound policy and procedural recommendations; and implement approved recommendations.
- Read, speak, write, and comprehend English at a level necessary to carry out the essential function of the position.
- Effectively use spreadsheet, word processing, financial management, database software, and the information technology tools.
- Work under deadline pressure, manage competing priorities, and creatively solve organizational challenges.
- Interpret and apply complex rules, regulations, and guidelines applicable to the Agency's fiscal and administrative functions.
- Negotiate and administer contract services.
- Prepare and present financial, administrative, and policy information clearly to the General Manager

and other appropriate audiences.
- Establish and maintain effective relationships with those contacted in the course of work, including PV Water staff, elected officials, governmental agencies, community groups, and the public.

TRAINING AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities. A typical way to obtain knowledge, skills and abilities would be:

Training: Equivalent to a bachelor's degree from an accredited college or university with major course work in finance, accounting, business administration, or a related field. MBA or CPA certification is desirable.

Experience: Seven years of responsible professional finance and accounting experience, including five years of management, human resources and supervisory experience. Governmental accounting experience is highly desirable.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The employee performs work that is primarily sedentary. Must have manual dexterity and be able to use a computer terminal. Must be able to see and read small print. Will be required to use personal vehicle in the course of employment. Attend periodic evening meetings and/or travel within and out of Agency boundaries to attend meetings. Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements of the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

LICENSE REQUIRED

Possess and maintain a valid California Driver's License
Maintain automobile liability coverage with a minimum of $50,000 single limit or $50,000/$100,000 per occurrence during employment.

Executive Assistant / Board Secretary / Human Resources Administrator

REPORTS TO: General Manager
STATUS: Non-Exempt
REVISED: October 2026

DEFINITION

Under general direction of the General Manager, provides varied, complex, and at times confidential, executive and administrative support to the General Manager, Board of Directors, and the Management Team as directed. In serving as Secretary to the Board of Directors, has knowledge of relevant local government laws and procedures; prepares and distributes Board and Committee documents; maintains official Agency documents and records; and performs related governance and administrative functions. Administers and coordinates the Agency's human resources programs and risk management programs.

DISTINGUISHING CHARACTERISTICS

The Executive Assistant / Board Secretary / Human Resources Administrator (EA/BS/HR) performs high-level executive, Board, governance, human resources, risk management, records management, and administrative functions requiring substantial discretion, confidentiality, and independent judgment. The position works independently in carrying out Board Secretary and governance responsibilities, including preparation and maintenance of Board materials, minutes, public notices, official records, and related legal and regulatory requirements.

Human resources and risk management responsibilities are performed under management's direction and include administration and coordination of recruitment, onboarding and separation, employee benefits, leave administration, personnel records, classification and compensation support, performance-management processes, employee-relations support, workers' compensation, insurance, and related compliance activities. The EA/BS/HR works closely with the Director of Finance and Administration on human resources, risk management, payroll support, classification and compensation, and related administrative programs. The EA/BS/HR exercises use of discretion, initiative, and independent judgement. The EA/BS/HR does not have formal supervisory authority unless specifically assigned.

EXAMPLES OF DUTIES

Executive Assistant

- Prepare and manage a wide variety of correspondence, legal documents, policies, and other materials as initiated or delegated, with minimal supervision.
- Prepare and maintain Agency calendars, meetings, and events; ensure compliance with regulatory requirements; and arrange and coordinate conferences, training, and travel for Directors, the General Manager, and staff.
- Post bid requests in publications, monitor bid submittals, coordinate bidder meetings, and perform related duties; prepare and publish public, legal, and other notices and hearing notices.
- Maintain PV Water's archives, library, and phone system.

Board Secretary and Governance

- Prepare Board meeting agendas; proofread and assemble packet materials; and post and distribute meeting notices and packet materials in accordance with legal requirements, the Ralph M. Brown Act, and Agency procedures.
- Attend Board meetings, which are generally held in the evening, and serve as Board Secretary; record and maintain Board actions and activities; prepare official Board minutes; and attend other meetings as assigned.
- Prepare and maintain official Agency documents and records, including policies, ordinances, resolutions, minutes, contract agreements, property acquisition documents, deeds of trust, and other legal documents.
- Coordinate and process required election-related documents and materials with Monterey, San Benito, and Santa Cruz Counties.
- Administer annual filing requirements for Form 700 Statements of Economic Interests and Fair Political Practices Commission (FPPC) reporting statements for newly elected or appointed members and designated employees entering or leaving office and update the Conflict-of-Interest Code biennially.

Human Resources Administration

- Administer and coordinate the Agency's human resources programs and activities, including recruitment and selection, onboarding and separation processes, classification and compensation administration, job description development and maintenance, performance management, employee benefits administration, leave administration, personnel records administration, and compliance with applicable federal, state, and California Public Employees' Retirement System (CalPERS) requirements.
- Provide guidance and administrative support to employees and supervisors regarding established personnel policies, employment practices, employee relations matters, performance management processes, workplace concerns, coordinate sensitive or complex matters with the General Manager and authorized advisors, as appropriate.
- Respond to employee inquiries regarding employment status, benefits, leave programs, personnel policies, and other human resources-related matters; refer matters requiring management decisions or approval to the General Manager
- Conduct salary and compensation surveys; compile and analyze data; and coordinate classification and compensation information and job description updates with the Director of Finance and Administration.
- Maintain personnel records and human resources information systems; and monitor employee performance evaluation schedules, salary administration, training records, and professional development activities.
- Administer and coordinate employee benefits programs, including health, dental, vision, life insurance, retirement, deferred compensation, wellness programs, and other benefit offerings; serve as liaison with benefit providers, brokers, and CalPERS representatives
- Research, interpret, and apply federal and state employment laws, regulations, policies, and best practices; develop and recommend updates to personnel policies, procedures, and administrative practices for consideration by the General Manager; and coordinate related policy development with the Director of Finance and Administration and authorized advisors, as appropriate.

Risk Management and Insurance

- Administer the Agency's safety plans, property and liability programs, and coordinate claims reporting for automobile, property, and liability incidents; maintain required records.
- Administer the Agency's risk management and insurance programs, including workers' compensation, liability, property, and employment-practices coverages; coordinate claims administration, policy

renewals, compliance reporting, workplace injury management, return-to-work activities, and implementation of risk-management best practices.

Payroll Support

- Assist with payroll processing, employee data maintenance, payroll reporting, and related personnel transactions; provide payroll support and backup coverage to ensure continuity of payroll operations during the absence of the Financial Analyst.

General Duties

- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles, methods, and practices applicable to supporting the Board of Directors and General Manager, including official records, legal documents, and contracts.
- Local government & Board support functions, including agenda preparation and distribution requirements; notification and publication requirements for Board actions, ordinances, and resolutions; rules of order; the Ralph M. Brown Act; and Public Records Act.
- Human resources administration practices, including recruitment, onboarding and separation, classification and compensation support, employee benefits, leave administration, employee relations support, personnel records, performance management processes, and applicable employment and CalPERS requirements.
- Risk management and insurance program administration, including workers' compensation, liability, property, employment practices coverage, claims administration, and workplace injury management, and return-to-work activities.
- Research techniques, sources of information, and methods of report preparation and presentation.
- Operation of computers, standard office software, and office equipment, specialized administrative and human resources systems, and office equipment.
- English usage, spelling, grammar, punctuation, and basic mathematics.

Ability to:

- Perform complex executive, Board, administrative, and human resources support functions with accuracy, discretion and independent judgment within assigned areas of responsibility.
- Interpret and apply Agency policies, procedures, legal requirements, employment regulations, and Board governance requirements.
- Conduct research, analyze information and problems, and identify appropriate solutions or recommendations.
- Prepare, proofread, and maintain accurate reports, minutes, records, correspondence, and Agency communications, and post information to the Agency website.
- Use Microsoft Office, including Excel, Word, and PowerPoint; Adobe Acrobat; specialized software; and other programs, including artificial intelligence tools.
- Communicate clearly and concisely, both orally and in writing, and carry out oral and written instructions.
- Maintain confidentiality and exercise discretion when handling sensitive personnel, Board, legal, and Agency information.
- Work under deadline pressure, manage multiple priorities, and complete tasks in a timely manner.
- Establish and maintain effective working relationships with Board members, management, coworkers, employees outside agencies, service providers, and the public.

- Maintain regular attendance and adhere to the prescribed work schedule to perform job responsibilities.

EDUCATION AND EXPERIENCE

Any combination of education, training, and experience that demonstrates possession of the knowledge and abilities stated above and the ability to perform the duties of the position. A typical way to obtain the required knowledge and abilities would be:

Education: Bachelor's degree from an accredited college or university with major coursework in Public Administration, Business Administration, Human Resources Management, Organizational Development, or a closely related field.

Experience: Five (5) years of increasingly responsible executive-level office administration or secretarial experience, preferably in the public sector supporting an executive board or similar setting, and five (5) years of progressively responsible professional or paraprofessional experience in human resources administration. Professional Human Resources certification, such as SPHR, is highly desirable. Experience working in a California special district, water agency, municipality, or other public-sector organization is highly desirable.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Employees perform work that is primarily sedentary and requires working at a computer for long periods. Must have the manual dexterity necessary to use a computer terminal; be able to see and read small print; hear and answer the telephone; and push, pull, lift, and carry equipment and supplies weighing up to 25 pounds.

OTHER REQUIREMENTS

Possess and maintain a valid California Driver's License with a satisfactory driving record and required automobile liability coverage of at least $50,000 single limit or $50,000/$100,000 per occurrence during employment. Must be available to occasionally work evenings. Must obtain and maintain a California Notary Public commission within 12 months of hire.

DISCLAIMER

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

FINANCIAL ANALYST

REPORTS TO: Director of Finance & Administration
STATUS: Non-Exempt
REVISED: October 2026

DEFINITION

Under general supervision performs professional and complex accounting and financial analysis work requiring detailed knowledge of governmental and fund accounting systems, including the Agency's payroll, monthly financial statements, and investment statements. Assists with the preparation of the annual budget, budget amendments, and annual audit. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from accounting and support classifications by its responsibility for professional level governmental accounting work requiring independent judgement and application of governmental accounting principles, practices, and procedures. The position independently performs assigned accounting, reconciliation, financial reporting, payroll accounting, and financial analysis and exercises initiative and judgement in selecting appropriate work methods within established policies and procedures.

EXAMPLES OF DUTIES

General Ledger, Banking, and Financial Reporting

- Prepare asset, liability, and capital account entries; maintain accounting controls; and ensure compliance with applicable legal requirements.
- Reconcile bank accounts and related sub-ledger transactions; prepare monthly financial statements and supporting financial documents; substantiate financial transactions; and respond to questions regarding accounting procedures.
- Monitor cash flow, prepare cash-flow projections and bank transfers, and report changes in cash and bank balances to the Finance & Administrative Services Manager.
- Prepare and maintain investment statements and related investment records.
- Update and maintain records for prepaid expenses, long-term debt, and fixed assets.
- Assist with accounts payable and accounts receivable tasks as assigned, including initiating ACH payments for approved accounts payable transactions.
- Perform assigned month-end and year-end closing activities, including preparation of account reconciliations, adjusting entries, and supporting schedules.

Payroll and Benefits Accounting

- Process biweekly payroll, including reviewing timecards, researching and correcting discrepancies, maintaining confidential payroll records, making appropriate adjustments in the payroll system, and reconciling salary and benefit cost distributions to the general ledger.
- Process and transmit payroll liabilities related to employee benefits; prepare quarterly remittances of workers' compensation liabilities and performs year end payroll tax reconciliations, including reconciliation of quarterly Form 941 filings.
- Prepare the annual payroll budget and assist with budget preparation, analysis, and implementation.

Contracts, Grants, Loans, and Assessments

- Monitor financial activity related to contracts; prepare expenditure report summaries for contracts, agreements, grants, and loans.
- Verify income received against expenditure reports and record income and expenditure data in general ledger accounts.
- Review and reconcile the status of tax levies and special assessments.

Budget and Audit Preparation

- Monitor budget activity and proper expenditure coding; prepare schedules and other financial documents requested by external auditors; enter audit adjustments; and review draft audit reports for accuracy.
- Assist with budget preparation, budget amendments, financial analyses, and related supporting schedules as assigned.

General Duties

- Establish and maintain cooperative working relationships with coworkers, outside agencies, and the public.
- Maintain regular attendance and adhere to the prescribed work schedule to conduct job responsibilities.
- Provide financial and accounting support to other Agency departments as needed.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of governmental budgeting, accounting, banking, investments, financial reporting and fiscal controls.
- Governmental finance and cost-distribution systems and applicable federal, state, and local laws, regulations, and standards governing financial functions and operations.
- Computerized accounting, fiscal, banking, and payroll systems; Microsoft Office Suite; and other applicable computer applications.
- Principles and practices applicable to general ledger accounting, account reconciliation, payroll accounting, and preparation of financial statements and supporting schedules.

Ability to:

- Perform complex financial and statistical analyses.
- Maintain confidential, accurate, and interrelated financial records.
- Maintain double-entry accounting records in accordance with recognized accounting standards.
- Prepare and reconcile financial statements, general ledger accounts, bank accounts, payroll records, and related financial schedules.
- Analyze financial information, identify discrepancies, research supporting documentation, and recommend or make appropriate corrections withing assigned authority.
- Work independently, exercise sound judgment, and follow assignments through completion.
- Work under deadline pressure, manage multiple priorities, and complete tasks in a timely manner.
- Understand and carry out oral and written instructions and effectively operate a computer and related software.
- Communicate financial and accounting information clearly and effectively, both verbally and in writing.
- Establish and maintain effective working relationships with coworkers and others contacted in the course of work.
- Maintain regular attendance and adhere to the prescribed work schedule to perform job responsibilities.

EDUCATION AND EXPERIENCE

Any combination of education, training, and experience that demonstrates possession of the knowledge and abilities stated above and the ability to perform the duties of the position. A typical way to obtain the required knowledge and abilities would be:

Education: Completion of a Bachelor's degree from an accredited college or university in accounting, finance, business administration, or a closely related field is required.

Experience: Three (3) years of increasingly responsible governmental accounting experience using fully integrated computerized accounting systems, including experience with general ledger accounting, account reconciliation, payroll and financial statement preparation. Experience in government accounting highly desirable.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Employees perform work that is primarily sedentary and requires working at a computer for extended periods. Must have sufficient manual dexterity and be able to use a computer and standard office equipment. Must be able to see and read small printed and electronic materials.

DISCLAIMER

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PUBLIC OUTREACH COORDINATOR / WATER CONSERVATION SPECIALIST

REPORTS TO: General Manager
STATUS: Non-Exempt
POSITION: Bilingual (Spanish) Preferred
REVISED: September 2026

DEFINITION

Under general direction, performs professional planning, research, data management and analysis related to water supply, water demand, Water Efficiency, and water conservation; develops and administers regulations and programs; prepares and presents reports and recommendations; represents the Agency on regional boards and committees; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Performs complex professional work in water resources management and coordinates Agency projects and programs, including water conservation, resource protection, outreach and education, data analysis, and related administrative and technical activities. The position requires a strong understanding of water resource issues in both agricultural and urban settings and works collaboratively with other Agency personnel to develop and implement a wide variety of programs.

Receives general direction when assignments are initially made and is expected to exercise independent judgment in completing diverse and complex assignments and resolving problems encountered. Work is reviewed primarily in terms of final outcomes and results. The position may supervise technicians and, when assigned, is responsible for training, assigning work, establishing priorities, and reviewing the work of subordinate staff.

EXAMPLES OF DUTIES

The duties listed below are illustrative of the work performed by this classification and are not intended to be an exhaustive list of all duties and responsibilities.

Outreach, Education, and Public Information

- Conducts water conservation outreach and education in agricultural, rural residential, and urban settings, including leading recycled water facility tours, greywater workshops, and similar activities.
- Coordinates with local and regional water agencies in the development of regional outreach and education programs.
- Coordinates with local and regional education institutions to support the education of local students on water resource management.
- Develops and updates the Agency website.
- Responds to requests from state and federal authorities and the public for water resource data and information.

Legislative, Regulatory, and Interagency Coordination

- Coordinates with ongoing local, state, and federal programs, including tracking and advocating legislation pertinent to Agency functions and projects.
- Represents the Agency on regional committees and assists in coordinating or steering interagency projects.

Grants, Consultants, and Project Coordination

- Pursues grant funding and other financial assistance for water conservation programs and other Agency programs as required.
- Assists in management of consultant projects and review of consultant reports.
- Coordinates projects with Agency staff, consultants, technicians, public agencies, and other stakeholders.

Water Conservation and Resource Protection Programs

- Assists in developing and implementing Agency water conservation programs and activities for agricultural, urban, and rural residential water users.
- Assists in developing and implementing resource protection programs.
- Monitors Agency compliance with applicable state and federal requirements.
- Reviews and analyzes city, county, and regional development projects for potential impacts to water resources.

General Duties

- Establish and maintain cooperative working relationships with coworkers, outside agencies, and the public.
- Maintain regular attendance and adhere to the prescribed work schedule to conduct job responsibilities.
- Performs other duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Water conservation processes, operations, services, and programs.
- Water conservation methods, devices, research, and practices.
- Planning and management of water supply.
- Federal, state, and local laws, codes, and regulations.
- Common public relations courtesies, practices, and techniques.
- Applicable safety procedures and precautions.
- Field data collection methods.
- Intermediate mathematics and statistics.
- Fundamentals of public administration.
- Content Management Systems understanding
- Report-writing techniques and recordkeeping practices.
- English usage, spelling, grammar, syntax, and punctuation.

Ability to:

- Perform research and collect, analyze, compile, and evaluate economic, technical, statistical, and water resource data.
- Work with a high degree of independence within established guidelines and responsibilities.
- Read, understand, and interpret technical materials related to physical and environmental sciences.
- Read, understand, and interpret ordinances, regulations, legislation, and other technical materials.
- Supervise consultants and technicians and coordinate projects with staff.

- Prepare clear, comprehensive, and persuasive written reports, including press releases, media alerts, memos, and presentations.
- Perform as a tour guide to showcase PV Water's operations and programs to outside groups, organizations, middle school students to university professors.
- Effectively host media outlets and other journalists to highlight PV Water's service to the community.
- Use computers and related software for data management and simulation.
- Operate a vehicle while observing legal and defensive driving practices.
- Understand and carry out oral and written instructions.
- Develop and maintain effective working relationships with the general public, public officials, Agency staff, and personnel from other agencies.

LICENSE REQUIRED

- Possess and maintain a valid California driver's license and a satisfactory driving record.
- Maintain automobile liability coverage with a minimum of $50,000 single limit or $50,000/$100,000 per occurrence.

TRAINING AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities. A typical way to obtain knowledge, skills and abilities would be:

Training: Completion of a Batchelor's degree from an accredited college or university with major course work in journalism, English, hydrology, geology, environmental sciences, or a related field.

Experience: A minimum of three (3) years of experience in public outreach, journalism, and/or water conservation.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Employee may be required to work evenings, weekends, and holidays; use a personal vehicle in the course of employment; attend periodic evening meetings; travel within and outside Agency boundaries; and work at a computer for prolonged periods. Work may involve lifting, pushing, and pulling objects weighing approximately 50 pounds and may occasionally require lifting up to 100 pounds with assistance. The employee must have the mobility and stamina to walk long distances on uneven terrain and to stand, stoop, reach, and bend for prolonged periods; reach, grasp, and manipulate small objects; hear test equipment in operation and remain aware of field hazards; and distinguish shades of color.
Work may be performed in inclement weather and in direct sunlight, cold, and rain. The employee may be required to work with harsh or toxic substances and wear protective apparel; may work in and around moving water, enclosed spaces, or at heights above ground level; and may be exposed to dust, pollen, ticks, and poison oak.

DISCLAIMER

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

SENIOR CUSTOMER SERVICE REPRESENTATIVE

REPORTS TO: Director of Finance & Administration
STATUS: Non-Exempt
POSITION: Bilingual (Spanish) Required
REVISED: October 2026

DEFINITION

Under general direction, performs specialized utility billing, customer account administration, accounts receivable, collections, and customer service functions. Independently researches and resolves billing and customer account issues; administers utility billing and collection processes; analyzes billing, revenue, meter, and accounts receivable information; coordinates customer account activities with operations staff, outside agencies, and service providers; works directly with customers assists in developing and improving related procedures, systems, reports, and workflows; and may provide and technical guidance and training to administrative staff.

DISTINGUISHING CHARACTERISTICS

The Senior Customer Service Representative is distinguished from other administrative and accounting support classifications by its responsibility for independently resolving complex utility billing and customer account matters, interpreting and applying Agency policies, procedures, ordinances, regulations, and performing specialized accounts receivable and collection activities. The position serves as a technical resource within its assigned areas and may provide procedural guidance and training to administrative staff but does not exercise formal supervisory authority.

EXAMPLES OF DUTIES

Utility Billing & Account Administration

- Communicate extensively with customers in person, by phone, and in writing.
- Prepare individual billings for metered and non-metered customers, and distribute bills to owners, tenants, purveyors, and mutual water companies.
- Gather information to accurately open and close water accounts for current hookups and wells, and prepare monthly, quarterly, and final bills in a timely manner.
- Maintain customer account records and help ensure the accuracy of billing, ownership, parcel, meter, and related account information.
- Respond to customer inquiries and complaints in person, by phone, and in writing; investigate and resolve account discrepancies within established authority and refer matters requiring additional review as appropriate.
- Review and process account adjustments, payment plans, credits, refunds, and other customer account transactions in accordance with Agency procedures.
- Research and analyze billing information, credit balances, aging information, and related account data and prepare customer refunds as appropriate.
- Review and analyze meter-read data received manually or through electronic meter-reading systems; identify apparent discrepancies or irregularities; validate consumption information; and prepare / initiate service orders as necessary.
- Coordinate with the Meter Program Coordinator and other operations staff to maintain the accurate meter, parcel, and consumption information.

Collections & Delinquent Accounts

- Identify past due accounts; prepare past-due notices; communicate with account holders regarding outstanding balances; and assist with establishing payment plans in accordance with Agency procedures.
- Prepare collection reports and coordinate with the Agency's legal counsel to pursue collection of severely delinquent accounts requiring legal action.
- Analyze receivables, aging information, collection trends, payment histories, and initiate collection action for revenue recovery in accordance with Agency policy.

Accounts Receivable & Financial Recordkeeping

- Establish and maintain contacts with the Monterey, Santa Cruz, and San Benito County administrations regarding parcel information and management fees billed through annual tax rolls; maintain applicable procedures and prepare and submit annual tax roll information in a timely manner.
- Input accounts receivable data; verify revenue amounts and sources; and post transactions to income accounts.
- Review Accounts Receivable batch entries for accuracy and completeness; validate and post transactions in accordance with established Agency procedures.
- Post and maintain cash receipt information as assigned.
- Monitor actual versus projected income and prepare related analyses for review and approval.

Reporting, Budget, Audit & Systems Support

- Prepare and maintain reports, spreadsheets, databases, and other records related to utility billing, customer accounts, accounts receivable, and collections.
- Provide revenue, billing, and accounts receivable information to support budget preparation, monitoring, revenue forecasting and financial analysis.
- Assist with year-end audit preparation by compiling accounts receivable, delinquent account status, and other supporting reports and documentation.
- Develop and maintain reports, spreadsheets, databases, and performance metrics.
- Provide information to information technology and software consultants regarding billing system changes, updates, or reporting needs.
- Work directly with computer consultants in the development and modification of databases for the generation of parcel, water source, well registration, and accounts receivable data.

Staff, Reception, & General Support

- Serve as a technical resource regarding utility billing and customer account procedures and provide procedural guidance or training to administrative staff as assigned.
- Provide backup coverage for front desk and telephone functions during staff absences or periods of high workload, including assisting customers and directing inquiries to appropriate staff.
- Establish and maintain cooperative working relationships with coworkers, outside agencies, and the public.
- Maintain regular attendance and adhere to the prescribed work schedule.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of customer service in a public utility environment.
- Utility billing systems, meter-reading processes, and accounts receivable administration.
- Agency billing practices and fiscal recordkeeping methods.
- Basic accounting and financial recordkeeping principles applicable to accounts receivable, billing and cash receipts.
- Computerized billing and accounting systems, including customer account and billing reconciliation processes.

- Collection practices and Agency policies and applicable requirements related to delinquent accounts and utility billing.
- Water utility operations with advanced knowledge to explain Agency rates, fees, billing practices, and services.
- Database management, spreadsheet development, and report preparation.
- Computer use and programs, and operation of standard office machines.
- Geography of the Agency and the location of Agency facilities.
- English usage, spelling, grammar, punctuation, and business correspondence.

Ability to:
- Analyze and resolve complex customer account issues.
- Interpret and apply Agency policies, procedures, and regulations.
- Perform financial and statistical clerical work of moderate difficulty.
- Maintain accurate and interrelated metering and billing records.
- Maintain and update payment and billing records and resolve problems regarding delinquent accounts.
- Use multiple interactive databases to manage accounts.
- Use Microsoft Office 365 applications and specialized accounting software, including Springbrook.
- Research and evaluate information regarding customer service and payment problems.
- Work independently and exercise sound judgment.
- Work under deadline pressure; handle multiple priorities and constant interruptions; and organize, prioritize, and complete tasks in a timely manner.
- Follow oral and written instructions.
- Communicate effectively, both orally and in writing.
- Deal tactfully and courteously with the public, other staff members, and all others contacted in the course of work, whether in person, by telephone, or through written correspondence.
- Maintain tactful and positive relationships when working with the public regarding Agency services and complaints.
- Exercise good judgment and maintain the confidentiality of customer and Agency information.
- Perform mathematical calculations accurately.
- Operate computers and related office equipment accurately and efficiently.
- Speak and/or write Spanish fluently when the position is designated bilingual.

EDUCATION AND EXPERIENCE

Any combination of education, training, and experience that demonstrates possession of the knowledge and abilities stated above, and the ability to perform the duties of the position. A typical way to obtain the required knowledge and abilities would be:

Education: Completion of a Bachelor's degree from an accredited college or university in accounting, business administration, public administration, finance, or a related field is desirable.

Experience: Five (5) years of progressively responsible experience in customer service, utility billing, customer account administration, accounts receivable, collections, or related financial recordkeeping functions, including experience resolving complex customer account issues or billing issues and performing financial or operational analysis. Experience working in a public agency, special district, water utility, municipality, or governmental environment is highly desirable. Experience with Springbrook or comparable utility billing software is desirable.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The employee performs work that is primarily sedentary and requires working at a computer for extended periods. Must have sufficient manual dexterity to use a computer and other standard office equipment, be

able to hear sufficiently to use a telephone and communicate with customers and the public; and be able to see and read printed and electronic materials. small print.

LICENSE REQUIRED

Possession and continued maintenance of a valid California Driver's License and an acceptable driving record, or the ability to arrange reliable transportation sufficient to perform the essential functions of the position, subject to Agency approval.

DISCLAIMER

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PAJARO VALLEY WATER MANAGEMENT AGENCY
BASE SALARY SCHEDULE
EFFECTIVE 7/1/2026

POSITION	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
Accounting Clerk	5,056.56	5,309.39	5,574.86	5,853.61	6,146.29	6,453.60	6,776.28
Associate Hydrologist	8,431.59	8,853.17	9,295.82	9,760.61	10,248.65	10,761.08	11,299.13
Customer Service Representative	5,957.07	6,254.93	6,567.67	6,896.06	7,240.86	7,602.90	7,983.05
Executive Assistant/Board Secretary	6,993.37	7,343.04	7,710.19	8,095.70	8,500.49	8,925.51	9,371.79
Field Technician	5,148.39	5,405.81	5,676.10	5,959.90	6,257.90	6,570.79	6,899.33
Finance and Administrative Services Manager**	13,159.72	13,817.71	14,508.59	15,234.02	15,995.72	16,795.51	17,635.28
Financial Analyst	7,818.93	8,209.88	8,620.37	9,051.39	9,503.96	9,979.16	10,478.12
Maintenance Technician	5,148.39	5,405.81	5,676.10	5,959.90	6,257.90	6,570.79	6,899.33
Operations & Maintenance Manager**	10,958.48	11,506.40	12,081.72	12,685.81	13,320.10	13,986.11	14,685.41
Operations and Maintenance Technician	6,374.20	6,692.91	7,027.56	7,378.94	7,747.88	8,135.28	8,542.04
Senior Hydrologist**	10,958.48	11,506.40	12,081.72	12,685.81	13,320.10	13,986.11	14,685.41
Water Conservation & Outreach Specialist	6,720.72	7,056.76	7,409.59	7,780.07	8,169.08	8,577.53	9,006.41
Water Meter Program Coordinator	6,583.85	6,913.04	7,258.70	7,621.63	8,002.71	8,402.85	8,822.99
Water Resources Technician	5,420.46	5,691.49	5,976.06	6,274.86	6,588.61	6,918.04	7,263.94
Water System Operator I	6,565.61	6,893.89	7,238.58	7,600.51	7,980.54	8,379.56	8,798.54
Water System Operator II	7,222.06	7,583.16	7,962.32	8,360.44	8,778.46	9,217.38	9,678.25

General Manager**	22,746.63

** This position is classified as exempt.

PAJARO VALLEY WATER MANAGEMENT AGENCY
BASE SALARY SCHEDULE
PROPOSED - EFFECTIVE 11/1/2026

POSITION	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
Accounting Clerk	5,525.81	5,802.11	6,092.21	6,396.82	6,716.66	7,052.50	7,405.12
Associate Hydrologist	8,431.58	8,853.16	9,295.82	9,760.61	10,248.64	10,761.08	11,299.13
Director of Finance and Administration**	14,111.16	14,816.72	15,557.56	16,335.44	17,152.21	18,009.82	18,910.31
Executive Assistant/Board Secretary / Human Resources Administrator	7,964.05	8,362.25	8,780.37	9,219.38	9,680.35	10,164.37	10,672.59
Field Technician	5,148.39	5,405.81	5,676.10	5,959.90	6,257.90	6,570.79	6,899.33
Financial Analyst	8,303.71	8,718.89	9,154.84	9,612.58	10,093.21	10,597.87	11,127.76
Maintenance Technician	5,148.39	5,405.81	5,676.10	5,959.90	6,257.90	6,570.79	6,899.33
Operations & Maintenance Manager**	10,958.48	11,506.40	12,081.72	12,685.81	13,320.10	13,986.10	14,685.41
Operations and Maintenance Technician	6,374.20	6,692.91	7,027.56	7,378.94	7,747.88	8,135.28	8,542.04
Public Outreach Coordinator/Water Conservation Specialist	7,377.34	7,746.21	8,133.52	8,540.19	8,967.20	9,415.56	9,886.34
Senior Customer Service Representative	6,521.21	6,847.27	7,189.63	7,549.11	7,926.57	8,322.90	8,739.04
Senior Hydrologist**	10,958.48	11,506.40	12,081.72	12,685.81	13,320.10	13,986.10	14,685.41
Water Meter Program Coordinator	6,583.85	6,913.04	7,258.70	7,621.63	8,002.71	8,402.85	8,822.99
Water Resources Technician	5,420.46	5,691.49	5,976.06	6,274.86	6,588.61	6,918.04	7,263.94
Water System Operator I	6,565.61	6,893.89	7,238.58	7,600.51	7,980.54	8,379.56	8,798.54
Water System Operator II	7,222.06	7,583.16	7,962.32	8,360.44	8,778.46	9,217.38	9,678.25

General Manager**	22,746.63

** This position is classified as exempt.