



## ENVIRONMENTAL SERVICES AIDE

### **DEFINITION**

Under direct supervision, performs a variety of outreach and enforcement activities to ensure compliance with Federal, State, and local environmental laws and regulations related to water quality, urban runoff, stormwater systems, wastewater management, abatement, public nuisance, and other related environmental issues; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

### **DISTINGUISHING CHARACTERISTICS**

Initially under close supervision, incumbents with basic experience learn City systems, operations, practices, and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Assignments may vary with the skill and training of the incumbent. The Environmental Compliance Aide classification is distinguished from the Code Enforcement Officer classification series in that the latter is inspecting and enforcing municipal codes versus environmental codes related to water quality.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Enforces compliance with designated environmental codes, ordinances, and regulations according to training.
- Documents individual illegal dumping incidents in the system, coordinates with the City's solid waste franchise waste hauler and other agencies regarding solid waste cleanup.
- Provides door-to-door outreach regarding solid waste and stormwater compliance requirements to residents and businesses according to a prioritization set by supervisor.
- Performs community relations duties such as answering telephones and interacting with the public to obtain and/or provide information and assistance; retrieves information and researches citizens' questions; and provides bilingual services, as needed.
- Provides support and helps increase the healthy behavior of residents and the community regarding proper disposal of solid waste and liquid materials.
- Completes forms; files and maintains records; and issues environmental compliance related inspection reports.
- Assists in receiving, storing, and releasing of property related to solid waste and stormwater compliance matters; and transports evidence to various locations as needed to address solid waste and stormwater violations.
- Participates in City or department sponsored community events; and creates media or marketing materials related to environmental compliance for community education purposes, as assigned.
- Performs other related duties as assigned.

## **JOB-RELATED QUALIFICATIONS**

### **Knowledge of:**

- Office administrative practices and procedures.
- Procurement policies and procedures.
- Principles and practices of data collection and report preparation.
- Principles of record keeping and retention.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- 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.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to:**

- Perform non-hazardous field and administrative duties in support of the department's operations.
- Perform responsible technical administrative support work with accuracy and speed.
- Speak and write in both English and Spanish is desirable.
- Assist in the collection of, receive, process, tag and store evidence collected from encampments.
- Research, compile and summarize information and data.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, 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.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

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

Equivalent to graduation from the twelfth (12<sup>th</sup>) grade and one (1) year of progressively responsible customer service experience. Experience in a public or non-profit agency is desirable.

### **Licenses and Certifications:**

- Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.
- Possession of a certificate of completion of Penal Code §832 Course in Arrest, Search and Seizure issued by California Commission on Peace Officer Standards and Training within one (1) year of appointment.
- Possession of a CPR Certification within sixty (60) days of appointment.

### **PHYSICAL DEMANDS**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials, a computer screen, and to operate a motor vehicle and visit various city sites; and hearing and speech to communicate in person and over the telephone; ability to stand and walk 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.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various city sites; possible entry into confined spaces and the use of confined entry equipment; vision to inspect site conditions and work in progress; color vision to identify hazards during inspections, dye testing industries and water color issues. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 30 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.