

**VANDENBERG VILLAGE
COMMUNITY SERVICES DISTRICT**



EMPLOYEE HANDBOOK

April 2023

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ACKNOWLEDGMENT OF RECEIPT

This is to acknowledge that I have been given the opportunity to read a copy of the Employee Handbook and know where the copy is kept for future review. I understand that it contains important information on the District's general personnel policies and on my privileges and obligations as an employee. I acknowledge that I am expected to read, understand, and adhere to District policies and will familiarize myself with the material in the handbook. I understand that I am governed by the contents of the handbook and that the District may change, rescind or add to any policies, benefits or practices described in the handbook. I understand that in the event of conflicts or inconsistencies with District Ordinances or State and Federal laws, the State or Federal Law prevails then District Ordinance.

Furthermore, I understand that employment with the District is not for a specified term and is at the mutual consent of the employee and the District. I have the right to terminate my employment at any time without notice and without cause. The District maintains the same right. My employment with the District is at will and, accordingly, may be terminated by me or the District at any time without prior notice.

My signature below certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between the District and myself concerning the duration of my employment. It supersedes all prior agreements, understandings and representations concerning the duration of my employment.

HANDBOOK REVISION DATE

August 2023

EMPLOYEE'S SIGNATURE

EMPLOYEE'S NAME
(Typed or Printed)

INTRODUCTION

NOTICE TO ALL EMPLOYEES

This employee handbook is intended to provide employees with a general understanding of the District's personnel policies. The information in this handbook should be helpful in familiarizing employees with the District.

This handbook, however, cannot anticipate every situation or answer every question about employment. In order to retain necessary flexibility in the administration of policies and procedures, the District reserves the right to change or revise policies, procedures, and benefits described in this handbook, other than the employment-at-will provisions, without notice whenever the District determines that such action is warranted.

This handbook is intended to acquaint you with some of the rules of the District. You have the right to terminate your employment at any time without notice and without cause. The District maintains the same right. Your employment with the District is at will and, accordingly, may be terminated by you or the District at any time without prior notice. Moreover, no one in the District, other than the General Manager, has the authority or legal ability to modify the at-will nature of the employment relationship. The General Manager can do so only if it is done specifically in a written agreement that is signed by both the General Manager and the employee and approved by the Board of Directors.

DEFINITIONS

Alcohol – the intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohol including methyl or isopropyl alcohol.

Alcohol Concentration – the alcohol in a volume of breath expressed in terms of grams of alcohol per 210 liters of breath as indicated by an evidential breath test under this regulation. For example, 0.02 means 0.02 grams of alcohol in 210 liters of expired deep lung air. Blood tests shall not be used to determine alcohol concentration, unless administered by on-site police or public safety officials in a post-accident situation.

Breath Alcohol Technician (BAT) – a person trained to operate the Evidential Breath Testing (EBT) device that the technician is using in the alcohol testing procedures. BATs are the only qualified personnel to administer the EBT tests.

Chain of Custody – the procedures to account for the integrity of each urine specimen by tracing its handling and storage from point of collection to final disposition.

Collection Site – a place designated by the District where individuals present themselves for the purpose of providing a specimen of either urine and/or breath.

Confirmation Test for alcohol – a second test, following a screening test with a result of 0.02 or greater that provides quantitative data of alcohol concentration.

Confirmation Test for controlled substances – a second analytical procedure to identify the presence of a specific drug or metabolite which is independent of the screen test and which uses a different technique and chemical principle from that of the screen test, in order to ensure reliability and accuracy. Gas Chromatography/Mass Spectrometry (GC/MS) is the only authorized confirmation method of cocaine, marijuana, opiates, amphetamines, and phencyclidine.

Controlled Substance (Drug) Test – a method of detecting and measuring the presence of controlled substances, whether legal or illegal, in a person's body. A controlled substance test may be either an initial test or a confirmation test. An initial controlled substance test is designed to identify specimens having concentrations of a particular class of drug above a specific concentration level. It eliminates negative specimens from further consideration.

Controlled substances will be tested under the Department of Health and Human Service guidelines. The primary (initial or screening) controlled substance test thresholds for a verified positive test result are those that are equal to or greater than:

Marijuana Metabolites (THC)	50 ng/ml	(nanograms per milliliter)
Cocaine Metabolites	300 ng/ml	
Phencyclidine (PCP)	25 ng/ml	
Opiates Metabolites ¹	300 ng/ml	

¹ 25 ng/ml if immunoassay

Amphetamines 1000 ng/ml

A confirmation drug test is a second analytical procedure to detect the presence of a specific drug or its metabolite. The confirmation procedure is conducted independent of the initial test and uses a different technique and chemical principal in order to confirm reliability and accuracy. The confirmatory controlled substance test thresholds for a verified positive test result are those that are equal to or greater than:

Marijuana Metabolites (THC) ²	15 ng/ml
Cocaine Metabolites ³	150 ng/ml
Phencyclidine (PCP)	25 ng/ml
Opiates	
Morphine	300 ng/ml
Codeine	300 ng/ml
Amphetamines	
Amphetamines	500 ng/ml
Methamphetamine ⁴	500 ng/ml

Department of Transportation (DOT) Guidelines – the controlled substances and alcohol testing rules (49 CFR Part 199 ORSPA–Pipeline), Part 219 (FRA–Railroad), Part 382 (FHWA–Commercial Motor Vehicle), Part 654 (FTA–Mass Transit and 14 CFR 61 (FAA–Aviation) setting forth the procedures for controlled substance and alcohol testing (49 CFR Part 40) in all transportation industries.

Employee – a person occupying a regular position authorized by the Board of Directors.

Evidential Breath Testing Device (EBT) – the device to be used for breath alcohol testing.

Extra Help Employee – a person temporarily performing duties for the District but is not occupying a regular position.

Medical Review Officer (MRO) – a licensed physician responsible for analyzing laboratory results generated by an employer-controlled substance testing program. The MRO is knowledgeable about substance abuse disorders and has appropriate medical training to interpret and evaluate positive test results.

Part-time Employee – a person who is a regular employee of the District but who works less than the standard forty-hour week.

Performing Safety Sensitive Function – an employee is considered to be performing a safety sensitive function in any period in which they are actually performing, ready to perform, or immediately available to perform such functions.

² Delta-9-tetrahydrocannabinol-9-carboxylic acid

³ Benzoyllecgonine

⁴ Specimen must also contain amphetamine at a concentration greater than or equal to 200 ng/ml.

Post Accident Alcohol and/or Controlled Substance Testing – testing performed on safety sensitive employees following an accident. An “accident” is an occurrence involving a vehicle where:

1. The accident involved a fatality; or
2. The driver receives a citation under state or local law for a moving traffic violation arising from an accident that involved:
 - a. injury requiring medical treatment away from the scene; or
 - b. one or more vehicles having to be towed from the scene.

Pre-Employment Controlled Substance Testing – testing conducted before applicants begin work, but after an offer to hire. It is also conducted when existing employees are transferred to a safety sensitive position.

Random Alcohol and/or Controlled Substance Testing – testing conducted on a random, unannounced basis for safety sensitive employees just before, during, or after performing a safety sensitive function.

Reasonable Suspicion Alcohol and/or Controlled Substance Testing – testing conducted when a trained supervisor has a good faith belief based on specific articulable facts or evidence that an employee may have violated the prohibitions set forth in this policy.

Refusal to Submit – failing to provide an adequate breath or urine sample for testing without a valid medical explanation or engaging in conduct that clearly obstructs the testing process (i.e., verbal declarations, obstructive behavior, or physical absence resulting in the inability to conduct the test).

Safety Sensitive Employee – a driver that operates any of the following vehicles:

1. A vehicle with a gross vehicle weight rating (GVWR) of at least 26,001 pounds;
2. A vehicle with a gross combination weight of at least 26,001 pounds inclusive of a towed unit with a gross vehicle weight rating (GVWR) of more than 10,000 pounds;
3. A vehicle designed to transport 16 or more passengers, including the driver; or
4. A vehicle used to transport hazardous materials that requires placards.

Substance Abuse Professional (SAP) – a licensed physician (medical doctor or doctor of osteopathy), or a licensed or certified psychologist, social worker (with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol related disorders (the license alone does not authorize this)), Certified Employee Assistance Professional (CEAP), or addiction counselor certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission (NAADAC) with knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances related disorders.

Supervisor – a person in authority who has had one hour of training on the signs and symptoms of alcohol abuse and an additional hour of training on the signs and symptoms of controlled substance abuse.

Volunteer – a person who performs work for the District without compensation, or who may receive only a token stipend.

MISSION STATEMENT

“To efficiently provide dependable drinking water delivery and wastewater collection services to Vandenberg Village residents, with a commitment to customer service.”

EMPLOYMENT

OPEN DOOR POLICY

In our spirit of willingness to listen, the District believes in an open-door policy. In order to have open communication, there must be a mutual respect and open, free-flowing, two-way communication.

You are encouraged to see your immediate supervisor with questions or problems relating to your job or feelings of well-being. Your supervisor's assistance may involve getting the aid of other resource persons.

If you feel you have been unable to resolve an issue with your immediate supervisor, you may freely meet with the General Manager under an "open door policy."

Please remember – **do not keep a problem inside. You cannot reach a solution if no one knows about it.** You may use this procedure without fear of reprisal.

EQUAL OPPORTUNITY EMPLOYMENT

Vandenberg Village Community Services District will abide by State and Federal fair employment and equal opportunity legislation in order to protect and safeguard the rights and opportunities of all people who seek, obtain, and hold employment without being discriminated against because of sex, race, color, ancestry, religious creed, national origin, physical disability, mental disability, pregnancy, medical condition, age, marital status, veteran status, sexual orientation, or membership in any lawful organization. Physical disability includes any impairment which requires special education or related services, including HIV and AIDS. Medical condition means any health impairments.

Additional emphasis will be placed upon the Vietnam Era Veterans Readjustment Act of 1974 (VEVRAA). The District will make best efforts to employ and advance in employment qualified disabled veterans and veterans of the Vietnam Era. Additionally, in accordance with Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), returning service-member employees will be reemployed in the job that they would have attained had they not been absent for military service.

Support of the equal employment opportunity program extends to non-discriminatory practices in the use of recruitment sources and advertising. Hiring, upgrading, demotion, layoff, termination, compensation, training, and all practices entered into by the District will be governed by existing Federal and State legislation and policy.

1. The General Manager is responsible for verifying that the following requirements are being met:
 - Along with the Board of Directors, developing and coordinating the functions of the Equal Employment Opportunity Program.
 - Ensuring that the District is free from discriminatory practices and that it affords each employee an equal opportunity for advancement.
 - Maintaining updated information and reports as required by Federal and State regulations concerning equal employment opportunity.
 - Posting all job openings with the Employment Development Department (EDD) and through the local news media.
 - Encouraging employees to refer people for employment with the District, in accordance with above policy.
 - Maintaining contact with community groups in the area.
 - Maintaining an open-door policy for anyone who feels that he/she has been discriminated against.

2. Each employee is responsible for:

- Informing managers of any areas of noncompliance with the letter or spirit of equal employment opportunity legislation and policy.
- Doing his/her part to eliminate any feeling of discrimination within the working environment.
- Referring qualified personnel for employment in accordance with above policy.

HIRING AND INTRODUCTORY PERIOD

Hiring

In hiring new employees, management shall select the most qualified person or persons from the job application list who meet the job specifications, meet the District's "Qualifications for Employment" and also satisfy the District's "Equal Opportunity Employment" program.

Employment with the District is not for a specified term and is at the mutual consent of the employee and the District. The employee has the right to terminate employment at any time without notice and without cause. The District maintains the same right. Employment with the District is at will and, accordingly, may be terminated by the employee or the District at any time without prior notice.

Prior to extending a conditional offer of employment, a personal history investigation may be conducted on the exempt employee candidate pursuant to the Investigative Consumer Reporting Agencies Act and the Fair Credit Reporting Act, where applicable, after receipt of a signed release. Upon the candidate's request, or upon denial of employment, a copy of the report shall be provided to the candidate within the required time period at no charge.

Introductory Period

Newly hired persons, or existing personnel being promoted to a new job category without previous experience in this type of work, shall be compensated at the lowest bracket of the appropriate pay scale. At the end of a successful introductory period (at the completion of six (6) months of service), he/she shall be advanced one step in the appropriate pay scale.

New employees will be kept informed of their progress by means of periodic performance evaluations and will be advised of any deficiencies in performance or conduct. If there are substantial deficiencies, they may result in immediate termination. Three (3) weeks prior to the end of the introductory period, new employees will be evaluated by their supervisor. If it is determined that they are performing to District standards, and the District continues to need the position, they will be given a step increase. If the determination is made that their performance is not to District standards, their employment will be terminated, or the introductory period may be renewed, but no more than once.

New employees are subject to dismissal or demotion without cause during the introductory period.

Persons being promoted whose current pay is higher than the minimum step for the new job classification shall not be reduced in pay and will be advanced one step when they complete the introductory period.

QUALIFICATIONS FOR EMPLOYMENT

Vandenberg Village Community Services District fills its job requirements by selecting from the available labor force those applicants best qualified to perform the work. The District does not discriminate against any employee or applicant for employment because of sex, race, color, ancestry, religious creed, national origin, physical disability, mental disability, medical condition, age, marital status, sexual orientation, or membership in any lawful organization.

APPLICANTS

New employees will be selected on the basis of their qualifications for the job.

Preferential consideration is given to former employees with a good record of service with the District. Veterans will also receive special consideration.

After an offer has been made, applicants may be required to furnish one or more of the following:

- Satisfactory character and business references;
- Proof of physical qualifications (requires physical examination by District selected physician);
- Documents that prove ability to work in the United States, as required by current Department of Homeland Security regulations. Acceptable documents include, but are not limited to:
 1. U.S. Social Security Card
 2. Driver's License or ID card
 3. Certificate of birth or equivalent
 4. Certificate of U.S. Citizenship or Naturalization
 5. U.S. passport.

A complete list of acceptable documents can be obtained from the District or the Department of Homeland Security.

Failure to furnish any of the above could be grounds for withdrawal of offer.

An applicant's employment is dependent upon the following conditions:

- Techniques used in the selection process will be objective as well as impartial and may consist of interviews, and/or tests, and/or examinations. Where certification is required, it shall be provided.
- Qualified candidates will be interviewed by the General Manager, or person designated by him/her. The General Manager will have the final decision as to hiring

and promotion and will advise the Board of the selection.

The Board of Directors will be involved in the interview process for the position of General Manager and will have the final decision as to the appointment of the General Manager.

RELATIVES

The District will not employ, in any capacity, a person who is related to another person presently in its employ. This policy extends to both blood relatives and relatives by marriage of either spouse through the level of first cousin and also extends to relatives of Board Members during their term of office.

PHYSICAL EXAMINATION

Candidates for initial employment and employees rehired after layoff or separation must successfully pass a physical examination prescribed by the District to determine ability to perform essential duties of the job. Failure to pass such examination is grounds for withdrawal of offer or dismissal. Pursuant to the provisions of the Americans with Disabilities Act of 1991, medical inquiries of a candidate will not be made prior to extending a conditional offer of employment.

All physical examinations shall be performed by a licensed physician approved, and paid for, by the District. These examinations will include testing for drug levels. No applicant will be allowed to work until a drug free result is reported. Failure of the drug level test is limited to one retest. Failure of second test is grounds for withdrawal of offer or dismissal.

CHANGES IN EMPLOYEE INFORMATION

The District should be notified of changes in employee information in writing or via email as soon as possible. Employees are solely responsible for notifying the Administrative Services Manager of any changes in your personal status including, but not limited to:

- Name and/or marital status
- Address and/or telephone number
- Number of eligible family members
- Tax payroll deductions
- Emergency contact information
- Changes to deferred compensation

EMPLOYEE CLASSIFICATION

Regular Employee

A regular employee is one who is employed by the District in a full-time position, and who works the standard work week. This employee is eligible for benefits as provided in the policies that relate to the District's benefit programs. In all instances in which the factor in determining such eligibility is length of continuous employment, the latter is measured from the employee's most recent date of hire.

Continuous employment is broken by:

- Quitting, either with or without notice;
- Discharge/release; or
- Layoff from which employee is not rehired within one (1) year from the date of layoff.

Continuous employment is not broken by:

- Absence or layoff from which the employee is rehired within one (1) year from the date of layoff.
- Absence while an employee is on an approved leave of absence from which the employee returns to work.

Part-Time Employee

One who is employed by the District in a less than full-time position but on a regular basis. This employee is eligible for benefits on a pro-rata basis, if benefits are calculated on an hours-worked basis. Otherwise, benefits will be provided when the specific benefit minimum hours requirement is met.

Temporary-Classified

One who is hired to work the standard work week or less for a limited period of time, not to exceed six (6) continuous months, to meet seasonal or other short-term labor needs.

Temporary-Unclassified Employee

One who is hired to work the standard work week or less for an extended period of time until the position is classified or is eliminated.

CATEGORIES OF EMPLOYEES

Exempt Employees

Exempt employees hold certain designated positions. These employees do not receive compensation at time and one-half for overtime and there may be different terms and conditions of employment than those of the non-exempt employees. Those employees engaged in a managerial or professional capacity are exempt from the minimum wages and overtime pay provisions of the Fair Labor Standards Act and, as such, will normally be classified as exempt employees. His/Her primary duties consist of the management of the District. He/She customarily directs the work of two or more employees. Exempt status is to be in accordance with published U.S. Department of Labor federal employment regulations. In no case shall a non-exempt employee supervise an exempt employee.

Employees eligible for exempt status are:

- General Manager
- Administrative Services Manager
- Operations and Maintenance Manager

Non-Exempt Employees

Non-exempt employees are those who are compensated for authorized hours of work performed in excess of forty (40) hours in a standard work week. All positions except those listed as exempt employees above are non-exempt.

HOURS OF WORK

Standard Work Week

The standard work week is a period of seven (7) consecutive twenty-four (24) hour days, beginning with the start of the workday on Sunday, 12:01 a.m. and ending at the same time the following Sunday.

The normal hours of work in the work week are forty (40), which consist of five (5) days in which the employee routinely works eight (8) hours each day, with the exception of on-call personnel, and any other positions so determined by the General Manager as necessary to meet District needs.

The Workday

Regular Workday

For *field personnel*, the regular workday normally begins at 8:00 a.m. and ends at 4:30 p.m., Monday through Friday with one half hour lunch period for a total of 40 hours per week.

For *office personnel*, the regular workday normally begins at 8:00 a.m. and ends at 5:00 p.m., Monday through Friday with one hour lunch period for a total of 40 hours per week.

Due to changing hours of daylight, for safety, or due to other considerations, the General Manager may alter the workday in any manner he deems advisable for the operation of the District.

Alternative Work Schedule

Non-exempt office employees may elect to work a 4/10 schedule (four 10-hour days, Monday through Thursday with Friday off) one week per month. The normal workday for the alternative work schedule will be 7:00 a.m. to 5:30 p.m.

Non-exempt field employees may elect to work a 4/10 schedule (four 10-hour days, Monday through Thursday with Friday off) one week per month or a 9/80 schedule (80 hours in a two-week period worked over nine days instead of ten).

Prior approval of the supervisor must be obtained and employees must sign an agreement in advance acknowledging the alternative work schedule. The new schedule is permanent and inability of the employee to maintain the alternative work schedule may result in its discontinuance.

Employees will be paid overtime (time and a half) for hours worked in excess of forty (40) hours in any workweek or compensatory time may be requested.

Lunch Periods

Lunch Periods will be scheduled by the General Manager and/or manager and are not counted as time worked. Non-exempt employees who work more than six (6) hours in a day are required to take their lunch period as scheduled or after five (5) hours worked.

Rest Periods

Rest periods will be scheduled by the General Manager and/or manager, are counted as time worked, and may not be "saved" to be taken at a later time. All non-exempt employees are provided one (1) twenty-minute break in the morning and one (1) twenty-minute break in the afternoon. Non-exempt employees are required to take their rest periods as scheduled.

Permission to Leave During Work Hours

If it becomes necessary for an employee to leave the District premises during working hours, permission to leave must be obtained from the employee's supervisor before the employee leaves. Employees may be asked to complete an absentee form verifying that they have requested the opportunity to leave for personal reasons.

Attendance

The District relies on its employees to consistently provide a "commitment to customer service." Employees must routinely interact with other staff, Board members, and ratepayers to effectively meet this objective. Good attendance is essential to meeting this objective and is an indicator of effective employee performance.

It is recognized that employees will have periodic absences for illness or personal matters, but recurring and excessive absences and/or tardiness adversely affects productivity, morale, workflow, and service and directly impacts the District's ability to meet its goals.

The professionalism employees bring to their position and the District is valued and it is anticipated that employees will manage their own good attendance. There are occasions, however, when attendance guidelines are beneficial and necessary to direct employees and managers.

The guidelines are intended to be straightforward and concise. They are subject to management discretion and allow for flexibility in addressing individual attendance situations. Management will consider State and Federal laws, family and medical leave issues, the demands of the department, the District's policy, the employee's performance, the employee's attendance history, and individual circumstances when assessing appropriate steps to correct attendance problems.

The District intends to maintain a positive environment that supports its goals while recognizing individual needs and circumstances. If attendance issues arise, employees are

asked to speak with their manager who can discuss the impact of their attendance on the District and their individual performance.

If an employee fails to report to work for two (2) consecutive workdays without notice or approval, the District may consider the position abandoned and the employee may be terminated on day three (3).

COMPENSATION

As a public entity, the District is committed to rendering the highest level of service possible at a fair and reasonable cost. The District's ability to achieve this objective is affected by a number of factors, one of which is the quality and performance of District employees. In order to attract and retain highly competent employees, promote continuous superior performance, and give full recognition to District financial constraints, the following will be considered in establishing employee compensation:

- The impact of compensation on the cost of services, financial position of the District, and overall operational costs.
- Compensation paid for similar work in other public and private jurisdictions.
- The general and specific performance of employees.
- Status of the labor force, economic condition, recruitment and retention experience, and other factors influencing the maintenance of a stable and efficient work force.

The Board will set the range of pay for all positions based on the economic conditions and the ability of the District to pay. Range will mean the starting salary to the upper limits based on experience, length of service, etc. as determined by the Board. Merit increases and salary adjustments will not be automatic. Step increases, five percent (5%) within the range will be approved by the General Manager, based on merit.

Basic Salary

The normal daily hours of work shall be eight (8) consecutive hours, including rest periods, but excluding lunch periods. The normal week shall be forty hours, consisting of five (5) workdays within a period of seven (7) consecutive days, starting at the beginning of an employee's first shift on the employee's first work day in the designated work week. Employees shall be paid a basic monthly salary which shall be payment for the straight time portion of work performed each month. The basic hourly rate is the basic annual salary divided by 2080 hours (average work hours per year).

Overtime

For purposes of overtime hours determination, paid holidays and sick leave shall be considered as hours worked in counting up to forty (40) hours per week. Vacations and personal time off will not count toward forty (40) hours per week for overtime. Paid compensatory time off used in lieu of vacation or personal time off will not count toward forty hours (40) per week for overtime.

Overtime worked by non-exempt field and office employees shall be compensated either by utilizing compensatory time or by pay at the rate of one and one-half (1½) times their regular rate providing that the employee has worked in excess of forty (40) hours the week in which overtime is incurred.

The rate of one and one-half (1½) hours will be applied as follows:

1. For the hourly overtime pay rate for hours worked in excess of forty (40) in any work week;
2. All hours worked on any District designated holiday;
3. For the number of hours of compensatory time in lieu of overtime pay.

It is expected that from time-to-time exempt employees will be required to work additional hours for which they will not be compensated, either by cash or compensatory time off, by virtue of their exempt status.

Compensatory Time Off

Non-exempt field and office employees may accrue up to 240 hours of compensating time off in lieu of overtime pay at a rate not less than one and one-half (1½) hours for each hour worked where overtime compensation is required by law. Compensatory time off can be taken during any normal workday of the employee's choosing, subject to the prior coordination with, and approval of, the employee's supervisor not later than the close of business the last workday before the desired time off.

Stand-by Duty

Stand-by duty is an assignment of responsibility to respond rapidly to emergency calls after regular work hours, on holidays and on weekends. Stand-by duty assignments normally will be of one week duration. The District will establish the duty standby schedule on a rotating basis among qualified District employees. Employees assigned to duty may be granted exchanges of duty for justifiable reasons. Notification of change must be provided in advance to accommodate such changes. Employees assigned to duty may be granted exchanges of duty for justifiable reasons. Notification of change must be provided in advance to accommodate such changes. Employees assigned to stand-by duty will be those that have been specifically trained and have demonstrated their ability to perform tasks required. Duty employees are required to reside within thirty (30) minutes response time to make the normal check rounds on Saturdays, Sundays, and Holidays and to respond to emergency callouts.

When a regular full-time employee is required and assigned to be available for emergency call-back at times other than performing regular duty, the employee shall be compensated at the "standby rate" established by the Board from time to time.

When a full-time regular employee *on standby* is called and reports to work following completion of his/her regular shift, or *outside of the two (2) hour operation check period*, he/she shall be paid a minimum of two (2) hours at the applicable straight time or overtime rate if the assignment required two (2) hours or less. Additional compensation for more than two (2) hours shall be at the applicable straight time or overtime rate.

When a full-time regular employee *not on standby* is called and reports to work following completion of his/her regular shift, he/she shall be paid a minimum of two (2) hours at the applicable straight time or overtime rate if the assignment required two (2) hours or less. Additional compensation for more than two (2) hours shall be at the applicable straight time or overtime rate.

PERFORMANCE EVALUATIONS AND PROMOTIONS

Performance Evaluations

Managers are to evaluate the performance and the General Manager will review such evaluations for all employees on the following schedules:

- For newly hired employees, at the completion of six (6) months of service.
- For newly promoted employees, at the completion of six (6) months of service at the new position classification.
- For all employees, annually, on the anniversary date of the completion of their introductory period, and as often as the need indicates, but not less than annually thereafter.

The performance of each employee will be periodically reviewed in order to evaluate the employee's competence in fulfilling the scope, duties, and requirements of the position. Performance evaluations enable the District managers to evaluate employees who should be considered for promotion, transfer, job changes and salary adjustments, and to appraise areas where training and other development programs may be necessary.

Merit Review Schedule

The review will be conducted prior to the end of the introductory period – six (6) months for new hires and six (6) months for new position classification. This review is for the purpose of evaluating the employee's performance during the phase-in period as well as clearing up any problems the employee is having regarding any particular function(s).

Employees will receive, as a minimum, an annual review. Performance, as well as monetary compensation, will be considered on the anniversary date of the completion of the employee's introductory period and annually thereafter.

If a promotion or a rate or classification change occurs, the employee's review date will be re-established as of the effective date of the change.

Upon recommendation of their immediate supervisor and approval of the General Manager, all personnel are eligible at any time for pay advancement for meritorious service within their pay scale.

Promotions/transfers

When an employee is eligible for promotion or change in job classification to higher classification, a personnel evaluation must be completed by the manager and forwarded to the General Manager.

If a promotion results in a monetary increase, the employee's review date will be

reestablished as of the effective date of the promotion.

The promotional increase shall be recommended by the manager and approved by the General Manager.

Administration

The manager will evaluate the employee objectively and will make appropriate comments on the performance evaluation form. The manager will then forward the proposed evaluation to the General Manager for review of its adequacy and consistency with District-wide evaluation standards. The General Manager will evaluate all management employees.

The General Manager will review the performance evaluation to assure adequacy of preparation and to discuss the recommendations of the manager.

The evaluation is then discussed with the employee. Sufficient time should be allowed to give the employee recognition for good job performance, point out steps the employee can take to improve any weak areas, clarify job requirements, and logically resolve all questions the employee may ask. The employee will sign the form acknowledging that the evaluation discussion was held. No additional comments may be added to the form after the employee has signed it.

The Board of Directors will objectively evaluate the performance of the General Manager annually and will make appropriate comments on the performance evaluation form or in memo form.

POSITION CLASSIFICATION

A job description has been prepared which defines typical duties that an employee is expected to perform in each classification. They are not intended to limit the work which may be performed since other tasks may be assigned that are similar in nature.

All positions are evaluated according to their job descriptions. Positions that are similar in type of work, level of difficulty, and level of responsibility are grouped together in the same classification. All positions in the same classification are treated alike in such matters as salary and minimum qualifications.

The General Manager will periodically review the work performed by employees to determine whether they are correctly classified. If the duties of a position are found to have changed substantially, he may recommend that the position be re-evaluated and reclassified. Similarly, job descriptions will be prepared for any new positions which will then be evaluated and classified according to their relative worth.

EMERGENCY APPOINTMENTS, DEMOTIONS, TRANSFERS, AND RECALL FROM LAYOFF

Emergency Appointments

Employees who are given emergency appointments at a higher classification shall be compensated as follows:

1. Their rate of pay shall remain unchanged during the first twenty (20) working days of such an assignment.
2. After twenty (20) continuous days of a temporary assignment, they shall be paid at a rate of five percent (5%) greater than their current rate, but not to exceed the range for the position.
3. If the starting rate for the temporary position is greater than the individual current pay rate plus five percent (5%), then the starting rate shall be paid.

Demotions

A supervisor may demote or reassign an employee to a position where he/she will be able to meet performance requirements, to apply disciplinary action for misconduct, or for other reasons. Providing a position is available, an employee may request a demotion to start training in another occupation, to continue employment when a layoff is imminent, or for other reasons.

During the Introductory Period

If it is determined at any time during the six (6)-month introductory period that a new or promoted employee cannot satisfactorily perform the duties of the position, the employee will be demoted to a lower ranking position with a lower salary range or returned to the position and salary range from which he/she was promoted. For promoted employees, the District will hold the former position as temporary during the introductory period.

Disciplinary Demotion

In some disciplinary situations, a demotion may be the appropriate action. When it is determined by the supervisor that demotion is necessary, the manager and General Manager will determine the appropriate rank and salary range.

Voluntary Demotion

The basic salary of employees demoted at their own request to a position in a lower salary range shall be within the current salary range for the new position, at the same step.

Lateral Transfers

The basic salary of employees transferred to another position will be determined by the

General Manager.

Recall From Layoff

The basic salary of employees recalled to another position will be determined by the General Manager.

INSPECTION OF PERSONNEL FILES

Employee personnel files are confidential and are to be treated as such. Access to employee files is limited to the following:

1. The Employee

The employee should request an appointment with the Administrative Services Manager through their supervisor. Inspections must take place during regular business hours in the presence of the supervisor or Administrative Services Manager. Machine produced copies of all records signed by the employee may be obtained for the current per page price set by the Board of Directors.

2. Other Employees

Other employees of the District may have access to personnel files only if they have a "need to know." Therefore, access is primarily limited to management personnel as they need access in the course of their normal duties.

Non-employees may not, except with specific authorization, have access to employee personnel files. Generally, most personnel records are exempted from the California Public Records Act and, as such, access will be granted only upon advice of counsel or in response to an official subpoena.

PAYROLL ADMINISTRATION

TIME KEEPING

Non-exempt employees must record their daily time worked on the timesheet furnished by the District. The shortest increment of time utilized by the payroll system is .25 hours (15 minutes).

Non-exempt employees may not begin work until their scheduled starting time and may not work beyond their scheduled ending time unless approved by their supervisor.

Exempt employees must record their time worked on the timesheet furnished by the District. Exempt employees with absences of less than a full day will receive a full day's salary without deduction.

It is the employee's responsibility to sign his or her time sheet certifying the accuracy of all time recorded. Any errors in the time sheet should be reported immediately to his or her supervisor. Altering, falsifying, or tampering with time records is prohibited and may subject the employee to discipline, up to and including discharge.

TIME OF PAYMENT

Regular pay periods

Pay periods are two (2) weeks in duration, terminating each alternate Saturday. Payment will be made on the Friday following the end of the pay period. If payday falls on a holiday, the payment will be issued the day before.

Overtime

Payment for overtime hours performed during one pay period may be made on the pay period immediately following.

Terminations

Final pay is made up of unpaid salary for work performed and accrued, unused vacation to date of termination.

DIRECT DEPOSIT

Payroll direct deposit is available. To reduce the District's cost of processing payroll, employees are encouraged, but not required, to enroll in direct deposit. As a benefit to the employee, the payroll amount can be deposited in more than one bank account.

RATES OF PAY

Full-time employees

The starting rate for a newly hired employee shall normally be set by the General Manager and the Board within the salary range of the classification to which the position is allocated. If exceptional qualifications of the candidate indicate that a higher initial hiring rate would be in the District's best interest, appointment at a higher salary step within the range may be recommended by the General Manager.

Regular, Regular Limited, Temporary Unclassified, and Part Time employees

These employees shall be paid on an hourly basis at a rate to be determined in each instance in accordance with the level of duties to be performed, but not less than minimum wage. Effective upon classification to "Regular" employment status, employees may receive an increase in basic salary to be recommended by their supervisor and approved by the General Manager. The basic salary of employees who successfully complete the introductory period will be advanced one step based on the manager's recommendations.

Merit Increases

Consideration for a merit increase in salary within the range for the position will be given to employees upon successful completion of the introductory period and annually thereafter. Merit increases may advance the employee to the next level within the payroll schedule for the position. Managers will review the performance of the District's employees on each occasion, pointing out areas in which their performance is good and those in which improvement is needed.

Merit advancement shall be based upon the following:

1. Determination by the manager that the employee's performance is deserving and efficient. This relates to the totality of the job performance including these factors (not necessarily in the following order): quality of work, level of work output, job attitude, cooperation, desire to learn, willingness and ability to accept responsibility, punctuality, regularity of attendance, and an obvious desire to excel;
2. Recommendation of a merit increase by the manager.
3. Upon approval by the General Manager, a salary increase may be granted in the affected salary range within each service year for meritorious and efficient service. No employee's salary shall exceed the salary range for the position.
4. In exceptional cases of outstanding merit, the General Manager may recommend a merit increase of more than one step increase. Any such exceptional cases shall be brought to the attention of the Board of Directors for approval and recognition of the exemplary employee.

5. Merit increases shall not be automatic but shall depend upon excellent and efficient performance. The manager will discuss the performance appraisal with the employee during their review.

The District's salary schedule shall provide a salary range for each employee job classification. The salary schedule will be divided into six (6) salary level steps, which may be interpreted and applied as follows. In most cases, unless otherwise stated below, the next step may be granted to an employee who has proven to be fully satisfactory in a given (i.e., the same) classification for twelve (12) calendar months of continuous service from the granting of the previous salary step increase upon presentation of a performance evaluation in which the employee exceeds the job requirements:

1. **Trial:** The trial salary level will be the minimum rate and normally shall be the starting or hiring rate and shall include the six (6) months probationary period. In special cases when it is merited by experience, education, training or other qualification, the General Manager may approve the hiring of a candidate for employment at a higher level.
2. **Step 1:** Step 1 salary level may be granted to an employee after satisfactory completion the introductory period. The adjustment shall be made only if granted by the District on the basis of a satisfactory performance evaluation.
3. **Step 2:** Step 2 salary level is an incentive advancement and is the rate at which fully qualified, experienced and ordinarily conscientious employees may be expected to be paid.
4. **Step 3:** Step 3 salary level represents the middle value of the salary range and is reserved to reward employees whose work is above average for their class.
5. **Step 4:** Step 4 salary level is reserved as a reward for outstanding service.
6. **Step 5:** Step 5 salary level is reserved for job performance, which exceeds established standards. It may be presented to an employee who has demonstrated a sense of public service, contribution to advancement of the District's objectives and goals. Additionally, to be awarded this step, employees must have a good record of reporting to work regularly (limited sick days off) and being on time.

Economic Adjustments

All employees not covered by an employment contract may receive an economic adjustment effective with the first pay period in July. This adjustment will be based upon an appropriate index approved by the Board of Directors. The Board reserves the right to adjust or not adjust pay and benefits on an annual basis.

Salary Deductions

Deductions made from the pay include those required by law (Federal and State income taxes, F.I.C.A. (Medicare portion) and State Disability Insurance); contributions due from

participants in the retirement plans (if any); and, if authorized in writing by employees, voluntary deductions such as the cost of dependent coverage for medical or other insurance; other salary deductions approved by District Ordinance, Resolution, or Board action; and deductions required by court order.

EMPLOYEE BENEFITS

EMPLOYEE BENEFITS

The employer has established a number of employee benefit programs for its eligible employees. Although this handbook does not restate all the features of these benefit programs, it provides brief summaries to acquaint employees with some of the key features of the programs. It is important that employees remember that additional terms, conditions, and limitations regarding program eligibility and benefit entitlement often exist. Official plan documents should be consulted for further information regarding each benefit program. In the case of an actual or apparent conflict between the benefit summaries set forth in the handbook and the terms of the official plan documents, the provisions of the official plan documents, as interpreted in the sole and absolute discretion of the plan administrator, shall control.

In addition, while it is the employer's present intention to continue these benefits, the District reserves the right, whether in an individual case or more generally, to modify, curtail, reduce or eliminate any benefit, in whole or in part, either with or without notice. Finally, neither the benefit programs nor their descriptions are intended to create any guarantees regarding employment or continued employment. As noted elsewhere in the handbook, employment relationships are for an indefinite term and are terminable at will, either at the option of the employee or the employer.

Workers' Compensation

Accident insurance (Workers' Compensation) will be provided to all employees at date of employment in accordance with State regulations. Employees must report all injuries, regardless of severity, to their manager immediately. Under California law, if an employee fails to report their injury within 30 days of a specific injury, or from when they first noticed a cumulative injury caused by their work, the employee may be denied workers' compensation benefits.

Health Insurance

Health insurance will be provided to all full-time employees.

- The District pays all premiums for the employee.
- The employee may elect to waive District provided health insurance. The District will pay a cash payment of 75 percent of the lowest current Employee premium to those employees who waive coverage. Evidence of health insurance will be required to waive coverage.
- The employee may elect to enroll members of his/her immediate family in the plan. Immediate family is limited to the spouse and any unmarried children who qualify as dependents for federal income tax purposes. The dependent premium will be shared. The employee will pay one-half (½) of the difference between the Core

Employee premium for the selected plan and the Core Couple or Family premium. The District will pay the remainder.

Dental and Vision Insurance

Dental and Vision Insurance will be provided to all full-time employees and their dependents. The District pays all premiums for the employee and their dependents.

Long Term Disability and Life Insurance

Long Term Disability and Life Insurance will be provided to all full-time employees. The District pays all premiums for the employee. Dependents are not eligible for enrollment.

Supplemental Insurance

Supplemental insurance (e.g., Alfac, Colonial) will be provided to all eligible employees. Enrollment is voluntary and the employee pays all premiums.

Flexible Spending Account (FSA)

A Flexible Spending Account (FSA) will be available to all eligible employees during open enrollment each year or after a qualifying life event. This benefit allows the employee to pay most non-covered medical, dental, and vision expenses, deductibles, and co-pays with pre-tax funds up to the annual IRS limit. Employees should be aware that the amount elected to be put into the account cannot be changed after the start of the year. Any funds unused greater than \$570 at the end of the year are forfeited. Unused FSA funds less than \$570 will be carried over to the next calendar year.

Deferred Compensation

The District provides the opportunity for all employees to enroll in a voluntary deferred compensation retirement plan under IRS section 457. All contributions to this plan are made by payroll deduction and are not included currently in the employee's taxable income.

The District will match the contribution up to \$2,600 per calendar year for Classic employees and \$3,900 per calendar year for PEPRAs employees.

PERS (Public Employees' Retirement System)

In lieu of participation in Social Security, Vandenberg Village Community Services District offers its employees a retirement plan under California Public Employees' Retirement System (CalPERS). Employee contributions of 8% of gross regular earnings are paid by the District on behalf of the employee. The District also contributes an additional employer contribution, the exact percentage predetermined by the CalPERS actuarial office each year. Full time employees are eligible for CalPERS from their first day of employment; part time employees are eligible for CalPERS after 1,000 hours of service.

Employees become vested with respect to their CalPERS benefits after completion of five years of public service. These five years of service do not have to be with the District, provided the other public employers for whom the employee worked also participate in CalPERS. "Vesting" means that the employee is entitled to receive CalPERS benefits upon their retirement. Prior to vesting, an employee is entitled only to withdraw his or her contributions upon termination or retirement. Employees should contact CalPERS or the District Human Resources contact if they wish to purchase service credit for prior employment at another CalPERS employer.

The employer contribution only guarantees lifetime benefits to an employee. Employees are never able to withdraw the employer contribution and if they withdraw the employee portion before retirement age (regardless of whether or not vested) then they terminate their membership in CalPERS and will not receive any additional payments from CalPERS. CalPERS estimates that, when retirement benefits are paid out, the employee portion is exhausted within eight to ten years. The employer contribution guarantees that the employee will continue to receive benefits, even after their contribution is gone, for the rest of their life.

Employees are eligible to retire with CalPERS benefits when they have completed five years of service and have attained age 50. CalPERS retirement benefits are paid almost exclusively as a monthly allowance. The monthly allowance is determined by CalPERS on the basis of years of service, employee's age at retirement, and employee's final average monthly pay for the highest twelve consecutive months of work. Employees nearing retirement age are encouraged to avail themselves of the pre-retirement counseling and planning offered to them by CalPERS. Employees should be advised that CalPERS (as does Social Security) requires at least a 90-day notice in advance of planned retirement.

Classic employees are enrolled in the PERS 2.7% at 55 program. This formula provides members 2.7% of pay at age 55 for each year of service credited with that employer (i.e., an employee retiring at age 55 with 25 years of service would receive 67.5% of their highest twelve months of pay ($25 \text{ years} \times 2.7\% = 67.5\%$). For members who retire earlier (minimum age 50), the percentage of pay is reduced to a percentage dependent on the member's age at retirement (2% at age 50) and increases gradually for each attained age to the maximum of 2.7% at age 55. Classic employees pay a portion of their member contribution.

Employees hired after December 31, 2012 are enrolled in the PERS 2% at 62 program. This

formula provides members 2% of pay at age 62 for each year of service credited with that employer (i.e., an employee retiring at age 62 with 25 years of service would receive 50% of their highest twelve months of pay (25 years x 2% = 50%). For members who retire earlier (minimum age 52), the percentage of pay is reduced to a percentage dependent on the member's age at retirement (1% at age 52) and increases gradually for each attained age to the maximum of 2.5% at age 67. New employees pay the entire member contribution.

Sick Leave Credit

Upon retirement from the District, unused accumulated sick leave may be converted to additional service credit at the rate of 0.004 year of service credit for each day of unused sick leave (250 days of sick leave equals one additional year of service credit). CalPERS requests number of unused sick leave days from the District after receiving notice of retirement from the employee.

Service Credit Purchase

CalPERS offers a variety of service credit purchase options. A member may elect to purchase up to five years of prior military service credit or three years of retirement credit for prior service to certain organizations including, but not limited to, Peace Corps, AmeriCorps*VISTA, or AmeriCorps. The member must contribute an amount equal to the contribution for current and prior service that the employee and the employer would have made with respect to that period of service. The member's payment will be calculated by CalPERS based upon the employer's contribution rate at the time of the member's election, and the member's compensation and contribution rate at the first period of service with the employer after the military service. Interest on both employer and employee contributions will be calculated from the date of membership with the current employer to date of the member's election and included in the member's cost. The member may pay for the service in lump sum, by monthly payments not to exceed 180 months, or a partial lump sum payment with monthly payments for the remainder. A rollover or transfer from a qualified 401(k), 401(a), 403(a), 403(b), 457 plans, or IRAs (Roth IRAs are not qualified) can be submitted as a partial payment or as a lump sum.

HOLIDAYS

All regular and part-time employees will be granted a holiday on the following eleven (11) dates and will be paid their normal straight time rates for each such holiday:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Juneteenth National Independence Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- The Friday after Thanksgiving Day
- Veterans' Day
- Christmas Day
- Any day government offices are closed by Proclamation or Executive Order of the President of the United States.

The District will close at 1:00 p.m. the day before Christmas and the day before New Year's Day. The work period will include the period from noon until 1:00 p.m. on these days.

Employees shall be entitled annually to one eight (8)-hour, paid "Floating Holiday", that can be taken in not less than four-hour blocks during any normal workday of the employee's choosing, subject to the prior coordination with, and approval of, the employee's supervisor not later than the close of business the last workday before the desired Floating Holiday. Floating Holidays are available annually on July 1 and cannot be saved beyond the fiscal year end date of June 30.

Exact dates for these holidays will be those published by the Federal Government (<https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays/>) and are subject to change from year to year. When a scheduled holiday falls on a Sunday, it will be observed the following Monday. When a scheduled holiday falls on a Saturday, it will be observed the preceding Friday. Holidays that occur during an employee's vacation will not be counted as a vacation day.

Any regular employee having to work on a paid holiday will be compensated by receiving one and one-half (1½) times their normal rate for hours worked in addition to the paid holiday.

VACATION

The District provides eligible employees vacation benefits to promote rest and relaxation away from work. Exempt employees will accrue vacation benefits identical to those of non-exempt employees unless modified by an employment agreement. All regular employees are entitled to the following paid vacations:

Years of Continuous Service:

One through five years	13 days
Six through fifteen years	18 days
Sixteen or more years	22 days

Vacation time is accrued from the date of employment and employees may accumulate up to 40 working days (320 hours) as a maximum.

Employees must take at least five (5) days of vacation per calendar year. Should an employee voluntarily select their vacation period and that period contains a regular paid holiday (i.e., Labor Day), the holiday shall not count as one of the vacation days. Vacation durations in excess of the annual accrual are subject to prior approval by the General Manager.

Employees suffering prolonged illness or taking a leave of absence will have their vacation for the year prorated in accordance with the leave of absence policy.

All employees upon termination of service, regardless of reason, are entitled to pay for any unused accumulated vacation time, to the date of termination.

SICK LEAVE OR PERSONAL TIME OFF

Sick Leave

Each employee will be granted a total of thirteen (13) days sick leave/personal time off annually dating from his/her date of employment. Eligibility commences after a 90-day employment period. Sick leave is accrued at the rate of one day for each 36.5 calendar days of employment. Sick leave is interpreted to cover any doctor's visit, illness, contagious condition, or injury (other than a job-related injury). Additionally, employees infected with a contagious condition may be directed to remain at, or sent, home. In absences exceeding three (3) days, the District may also ask the employee to be examined by a physician selected by the District to determine fitness for duty. Shorter absences, taken frequently, may also prompt a request to submit a physician's release. The employee may be suspended without pay if employee fails to comply with this procedure.

All employees shall report anticipated medical absences to their supervisor or, if necessary, another manager by telephone on or before the normal starting hour or at the earliest practical time and provide approximate duration of absenteeism. Failure to so report may result in loss of compensation.

On the last pay period of every calendar year, and upon separation, employees may receive cash for unused accumulated sick leave in excess of 240 hours.

Exempt employees will accrue hourly sick pay identical to those of non-exempt employees unless modified by an employment agreement. Exempt employees with absences of less than a full day will receive a full day's salary without sick leave deduction.

Catastrophic Leave

Catastrophic illness or injury is defined as any injury or prolonged illness which incapacitates the employee and creates a financial hardship due to the exhaustion of sick leave or other paid time off. The illness of family members may also be covered per FMLA or CFRA regulations. In the event that long-term employees who have accumulated more than 40 hours of sick leave credit by the commencement of the catastrophic illness or injury, require the use of more sick leave than the sum of the accumulated sick leave and vacation time combined, thereby entering into a "no pay" status because of the extended illness or injury, then the General Manager is authorized to advance sick leave pay to such employee in an amount not to exceed the amount of sick leave accumulated on the individual's account at the commencement of the catastrophic illness or injury. A physician's release may be required before employee is allowed to return to duty.

Other employees may donate Sick Leave, Vacation, Personal Time, or Compensatory Time Off to the impacted employee up to 40 hours per donor per year. Upon employment termination of the donation recipient, any unused donations will be returned to the donor(s).

Personal Time off

Personal time off shall be subject to the manager's approval and scheduling and will be deducted from the employee's accrued sick days. Employees seeking personal time off shall receive prior approval from their supervisor. Time off may be taken for a minimum of one (1) hour or more at a time. If the employee does not stipulate at the time of seeking permission from his/her supervisor that he/she wishes to take this time off without pay, it will automatically come out of his/her unused sick leave days. Personal time off with pay will not be granted for purposes of extending vacations.

LEAVES OF ABSENCE (PAID AND UNPAID)

The District shall comply with the Family and Medical Leave Act (FMLA) as applicable with all State and Federal laws.

To be eligible for a leave of absence other than military leave, FMLA, and the California Family Rights Act (CFRA), the employee must have completed six (6) months of satisfactory service. Any absence of five (5) days or more must be approved by the General Manager as a formal leave of absence. An approved copy of the Leave of Absence form will be furnished to the employee. An employee on an approved extended leave of thirty (30) days or more must notify the District at least five (5) days in advance of the intent to return to work. Failure to report for work at the expiration of a leave of absence may result in termination unless the employee has requested and received an extension. An employee on a leave of absence will not be permitted to work for another employer or to work in self-employment without the written request by the employee and written approval by the General Manager.

Personal Leaves

Leaves of absence for personal reasons will not be granted for periods of more than thirty (30) days unless approved by the Board of Directors. Approval of such leaves will be dependent upon the individual circumstances and the existing work schedule. Wherever possible, an individual's position will not be filled during a personal leave of absence. If the employee does not stipulate at the time of seeking permission from his/her supervisor that he/she wishes to take this time off without pay, it will automatically come out of his/her unused sick leave or vacation balance.

Military Leave

Any employee enlisting for military duty or called to active duty by official orders of State or Federal military departments shall be granted a leave of absence, without pay, for such period of time as may be required. An employee is eligible for re-employment as required by State and Federal laws.

Medical Leave

Upon acceptable proof from a licensed physician, a medical leave may be granted, without pay, for no more than twelve (12) months or not to exceed the length of District employment. The District reserves the right to require the employee to furnish proof of eligibility to return to work. The employee should contact their supervisor before requesting leave under the California Family Rights Act (CFRA) or Family and Medical Leave Act (FMLA). A physical examination by a physician may be required at the discretion of the District on absences exceeding three (3) workdays.

An employee who plans to take a medical leave must provide the employer reasonable notice of the date the leave will commence, the estimated duration of the leave, and the date on which it is expected that the employee will be able to return to work.

Under the California Family Rights Act (CFRA), if an employee has more than 12 months of service with the District and has worked at least 1,250 hours in the 12-month period before the date the employee wants to begin leave, the employee may have a right to unpaid family care or medical leave (CFRA leave). This leave may be up to 12 workweeks in a 12-month period for the birth, adoption, or foster care placement of their child or for their own serious health condition or that of their child, parent or spouse. Even if not eligible for CFRA leave, if disabled by pregnancy, childbirth or related medical conditions, the employee is entitled to take a pregnancy disability leave of up to four months, depending on the period(s) of actual disability. If the employee is CFRA-eligible, the employee has certain rights to take BOTH a pregnancy disability leave and a CFRA leave for reason of the birth of a child. Both leaves contain a guarantee of reinstatement of the same or to a comparable position at the end of the leave, subject to any defense allowed under the law.

If possible, the employee must provide at least 30 days advance notice for the foreseeable events (such as the expected birth of a child or a planned medical treatment). For events which are unforeseeable, the employee needs to notify the employer of the situation within two working days of an absence. If an employee is absent more than two working days without notifying the employer, the employee will be considered to have voluntarily resigned. Failure to comply with these notice rules is grounds for, and may result in, deferral of the requested leave until they comply with this notice policy.

The District may require certification from a health care provider before allowing the employee CFRA leave. When medically necessary, leave may be taken on an intermittent or a reduced work schedule. If the employee is taking a leave for the birth, adoption or foster care placement of a child, the basic minimum duration of the leave is two weeks and leave must be concluded within one year of the birth or placement for adoption or foster care.

A new CFRA leave may be requested after 12 months rolling forward from the date of a previous leave request.

Maternity Leave of Absence

An employee who becomes pregnant may continue to work until the date recommended by her physician. The District will require an initial statement of pregnancy showing the estimated date of delivery with follow-up statements concerning the advisability of the employee remaining at work on a bi-weekly basis following the seventh month of pregnancy.

Maternity leaves of absence will be granted in accordance with the provisions of the Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), and Pregnancy Disability Leave (PDL) under the Fair Employment and Housing Act (FEHA). Employees should contact their supervisor before requesting Maternity Leaves of Absence in order to receive a thorough briefing on rights, responsibilities, and duties under both State and Federal Laws covering maternity leaves.

Under the California Fair Employment and Housing Act (FEHA), an employee disabled by pregnancy, childbirth, or related medical conditions, is eligible to take a pregnancy

disability leave (PDL). If the employee is affected by pregnancy or a related medical condition, the employee is also eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if this transfer is medically advisable.

The PDL is for any period(s) of actual disability caused by the pregnancy, childbirth or related medical conditions up to four months (or 88 workdays for full-time employee) per pregnancy. The PDL does not need to be taken in one continuous period of time but can be taken on an as-needed basis. Time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, and recovery from childbirth all will be covered by the PDL. The District is required to treat the pregnancy disability the same as other disabilities of similarly situated employees. This affects whether the leave will be paid or unpaid. At the employee's option, the employee can use any accrued vacation or other accrued time off as a part of the PDL before taking the remainder of the leave as an unpaid leave. The District may require that the employee use up any available sick leave during their leave. The employee may also be eligible for state disability insurance for the unpaid portion of the leave.

The employee may be required to obtain a certification from their health care provider of their pregnancy disability or the medical advisability for a transfer. The certification should include the date on which the employee became disabled due to the pregnancy or the date of the medical advisability for the transfer, the probable duration of the period(s) of disability or the period(s) for the advisability of the transfer, and a statement that, due to the disability, the employee is unable to work at all or to perform any one or more of the essential functions of their position without undue risk to herself, the successful completion of their pregnancy or to other persons or a statement that, due to their pregnancy, the transfer is medically advisable.

A new pregnancy disability leave may be requested after 12 months rolling forward from the date of a previous leave request.

Death in the Immediate Family

An employee will be extended a leave of absence, as determined by the General Manager, of up to three (3) days with pay for lost time due to death in the employee's immediate family. Additional days of sick leave will be granted when unusual circumstances occur or round-trip travel in excess of two (2) days is required. Immediate family shall be defined as spouse, registered domestic partner, children, spouse's children, mother, father, mother-in-law, father-in-law, brother-in-law, sister-in-law, foster mother, foster father, sister, brother, grandparents, spouse's grandparents, and grandparents of the employee's children.

It is the responsibility of the employee to notify the General Manager of such absence prior to the workday if possible. Upon request, the employee may be required to furnish proof acceptable to the General Manager that such a death occurred, and that the employee attended services.

Jury Duty

It is the District's policy to enable its employees to fulfill their civic obligations. If an employee is called to serve on jury duty, the employee is requested to notify their supervisor immediately. If possible, the employee must give forty-eight (48) hours notice to their manager of required jury duty service in order to be eligible for payment. Any employee who must be absent from work because of jury duty or a subpoena to appear as a witness in court for a work-related issue (not for personal or non-work-related case), shall receive up to eight (8) hours pay per day at the regular basic rate. Any compensation received from the Court, except for mileage reimbursement, will be refunded to the District.

Military Leave

Any employee who is a member of a military reserve component and has a mandatory training obligation shall be granted a maximum of fifteen (15) days leave each calendar year when ordered to short tours of active duty and 30 days paid leave for ordered military service. In such an event, the District will pay the employee the difference between military compensation and the employee's District base pay if the District base pay is higher than military pay and allowances. After 30 days, the employee is considered to be on unpaid leave of absence.

In accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), upon completion of military service, the employee will be reinstated with full seniority to their former position, or to a comparable position, if application for reemployment is made within 90 calendar days of release from the service or hospitalization following such service. If the absence has been for less than thirty-one (31) days, the employee must report for work at the beginning of the next regular work period on the first full day following release from duty, with time for travel home, and an eight-hour rest period.

Voting Time

Because the District has a continuing interest in encouraging responsible citizenship, employees are urged to vote for candidates and issues of their choice at local, state, and national elections. To make the voting process more available, employees who do not have sufficient time outside their working hours within which to vote, will be allowed to take up to two hours off, with pay, for this purpose. To receive time off for voting, you must notify your supervisor and present a valid voter's registration card. When you return from voting, it is necessary to present a voter's receipt to your supervisor.

BENEFIT CONSIDERATIONS DURING UNPAID LEAVE

The following pertain to unpaid leaves over thirty (30) calendar days:

Vacation and Sick Leave

The employee will not accrue vacation or sick leave credits during the leave. Upon return,

the employee will begin accruing vacation and sick leave credits at the same rate of accrual that was in effect prior to leaving.

Holidays

The employee will not be paid for holidays which occur during the leave.

Insurance

In the event of a personal unpaid leave of absence, insurance benefits will terminate at the end of thirty (30) days after the employee goes on leave, unless the employee pays the full cost of the plan. For the duration of leaves covered by Family Medical Leave Act (FMLA), the District will maintain the employee's medical insurance coverage under the condition that coverage would have been provided if the employee had continued working. In some cases, the District may recover premiums paid for maintaining an employee's health coverage if the employee fails to return to work from FMLA leave.

EDUCATIONAL REIMBURSEMENT

District Required Education

Upon successful completion of the District required course, the District will reimburse the employee one hundred percent (100%) of all the costs, including books and supplies, for training required by and beneficial to the District with prior approval of the General Manager. The educational program must be provided by an accredited school.

Job Related Education

For approved courses that are directly related to employee's present or expected promotional position and where such courses are not required by District, the District will reimburse the employee fifty percent (50%) of all tuition, registration, books, and supplies for course work completed, provided the course work was approved by the General Manager in advance of the enrollment. Expenses shall be paid in advance by the employee and the approved courses shall be taken outside of regular scheduled working hours of the employee. Proof of successful course completion shall be required along with a written request for reimbursement.

Certification Renewals

Subject to approval by the General Manager, the District will pay the full renewal cost for all District required and some job-related certificates. It is the employee's responsibility to provide the renewal invoice to the District's Accounts Payable contact in sufficient time for payment.

EMPLOYEE SUGGESTION AND AWARDS PROGRAM

The District encourages employees to share their ideas regarding improvements to operations, procedures, methods, efficiency and service. Suggestions that result in reduced cost may be eligible for consideration of an award and/or recognition. Suggestions should be submitted in writing to the General Manager. Suggestions implemented following an informal discussion with an employee must be formally submitted in writing within sixty (60) calendar days to be eligible for award consideration. Suggestion applications are available at the District business office.

SUGGESTION ELIGIBILITY

All suggestions submitted in accordance with this policy and the procedures listed below, which accomplish any of the following objectives, shall be eligible for consideration of an award and/or recognition.

1. The improvement of procedures or methods resulting in savings to the District by increased efficiency or output, or both.
2. The improvement of customer service.
3. The elimination of unnecessary procedures, records, or paperwork.
4. The saving of labor, materials, and supplies or time to provide services.
5. The improvement of safety.

Suggestions NOT considered eligible for award or recognition shall include:

1. Suggestions that correct conditions that exist only because current established policies and procedures and practices are not being followed.
2. Suggestions which merely call attention to a problem but do not offer specific methods to resolve the problem.
3. Suggestions solely calling attention to need for routine maintenance operations, UNLESS such suggestions provide improvement in methods, equipment, or materials that result in savings to the District.
4. Suggestions concerning matters which are currently and actively being considered for adoption by management. (Active consideration means an investigation, research, or study is being conducted when the proposal is made.)
5. Suggestions which are within the normal scope of the suggester's job duties and responsibilities.
6. Suggestions which are implemented as a result of an informal suggestion by an employee, if the suggestion is not submitted in writing to the General Manager

within sixty (60) calendar days following such implementation.

7. Suggestions concerning matters substantially similar to matters already adopted or in effect anywhere within the District.
8. Suggestions dealing with salaries and other terms of employment which are set by the Board of Directors.

SUGGESTIONS

Submission of Suggestions for Awards/Recognition

Suggestions recommended for award shall include sufficient details to permit a review of the estimated net savings. Each suggestion will be accompanied by a statement indicating when the suggestion was, or will be, implemented.

Ownership of Suggestions

All suggestions adopted shall become the property of Vandenberg Village Community Services District.

Suggestion Active Period

Suggestions shall be considered active for two years from the date of submission and receipt by the General Manager. After two years, the suggestion may again be submitted and considered as a new suggestion.

AWARDS/RECOGNITION: MONETARY AWARDS

Reviewed by Suggestion Review Committee

1. Suggestions resulting in an ongoing, measurable savings of at least \$500.00 per year will be eligible for an award of ten percent (10%) of the estimated first year, or second year net savings, whichever is greater up to a maximum award of \$2,000.00.
2. Suggestions resulting in a one-time measurable savings of at least \$1,000.00 will be eligible for an award of five percent (5%) of the net savings up to a maximum award of \$2,000.00.

Suggestions Reviewed and Approved by General Manager

1. Suggestions which result in an ongoing, or one-time saving of staff time will be eligible for an award of 5% of the value of staff time saved, provided that the total net savings is at least \$1,000.00 in the first, or second year after implementation.

2. Suggestions resulting in substantial intangible savings (improvement in methods, safety, employee morale, or services) which cannot be given a dollar amount may be considered for an award of \$50.00 to \$250.00.

General Considerations for Monetary Awards

1. Employees can request job-related training, paid by the District, in lieu of a cash award beyond the fifty percent reimbursement.
2. All Suggestion Review Committee monetary awards must be approved by the Board of Directors prior to payment being made.
3. All General Manager approved awards shall be authorized for payment under a budget line item, otherwise, Board approval is necessary.
4. All monetary awards will be made through the District payroll system. Cash awards are gross amounts, before taxes.
5. Vandenberg Village Community Services District is not liable to the suggester for any sum of money other than that which the Suggestion Review Committee, General Manager and/or the Board of Directors shall, at their sole discretion, see fit to award in accordance with the program.

NON-MONETARY AWARDS

If a suggestion (or suggester) does not qualify for a monetary award, the employee still may be recognized by non-monetary means as the Board and/or General Manager deem appropriate.

INCENTIVE AWARDS

Policy for employee incentive awards can be found in District Resolution 136-98.

PROCEDURES

1. An ad-hoc Suggestion Review Committee will be appointed by the Board of Directors. This ad-hoc Committee shall consist of two Directors appointed by the Board as necessary to review submitted suggestions.
2. The Suggestion Review Committee will meet as needed to review submitted suggestions. The Committee will respond to submissions within thirty (30) days of their appointment and will recommend for Board approval the amount of monetary awards resulting from net cost savings, if applicable.
3. The General Manager shall recommend an annual budget line-item amount for Board approval, and upon approval with funds remaining in said line item, shall make awards as he deems appropriate.

EMPLOYEE RELATIONS

BULLETIN BOARD

Information of special interest to all employees is posted regularly on the bulletin board located in the District office. The bulletin board contains notices of state and federal laws, as well as matters pertaining to the District.

REQUEST FOR REASONABLE ACCOMMODATION

The District is committed to assuring equal employment opportunity and equal access to services, programs, and activities for persons with disabilities. It is the policy of Vandenberg Village Community Services District to provide reasonable accommodation to a qualified person with a disability to enable such person to perform the essential functions of the position for which he or she is applying or in which he or she is employed. The Americans With Disabilities Act (ADA) requires employers to provide reasonable accommodation for the known disability of a qualified applicant or employee unless it would impose undue hardship on an employer's business, or unless the applicant or employee would cause a direct threat to other workers. In California, the Fair Employment and Housing Act (FEHA) coincides with the ADA, however, extends some of the requirements of the ADA.

This ADA request for reasonable policy applies to all employment practices and actions. It includes, but is not limited to, recruitment, the job application process, examination and testing, hiring, training, disciplinary actions, rates of pay or other compensation, advancement, classification, transfer and reassignment, and promotions.

While management is encouraged to continue responding directly to requests from individuals with disabilities, there may be occasions when making a decision about accommodations is complicated by other factors. For instance, the need for an accommodation may be obvious, or it may be difficult to determine what constitutes a reasonable accommodation, or a department's budget may be unable to absorb the total cost of providing the accommodation requested. The following procedure has been developed to ensure that employee request for reasonable accommodations are treated in as consistent and equitable a fashion as possible.

This policy provides guidance to any applicant or employee requesting a reasonable accommodation and outlines the procedure for such a request.

Definition of a Disability

A person is considered disabled if he/she:

- Has a physical or mental impairment that limits one or more of the major life activities,
- Has a record of such an impairment,
- Is regarded as having such an impairment,
- Is regarded or treated by the employer as having some condition that has no present disabling effect but may become a physical disability, or
- Has any health impairment that requires special education or related services.

Definition of Reasonable Accommodation

- An adjustment or modification to job duties, performance methods, and/or work setting or service delivery to meet the individualized need of an individual, applicant or employee with a disability.
- Removes barriers in a specific situation, which prevent or limit the application process, recruitment, employment and upward mobility of a qualified person with a disability or prevents their participation in a program, activity or event.
- The law does not require an employer to make any adjustment or modification or change a job or policy that an employer can demonstrate would fundamentally alter the essential functions of the job in question.

Requesting a Reasonable Accommodation

If an applicant or employee with a disability would like to request a reasonable accommodation, the following procedure should be followed:

1. The requestor should meet with their supervisor to discuss the situation. If the request is within the scope of authority of the supervisor and meets with the legal requirements for accommodation, the request may be approved by the supervisor. Alternatively, the supervisor may forward the request for accommodation to the General Manager for review and determination.
2. If review by the General Manager is determined to be appropriate the requester should complete the request form or submit a request in writing which includes the following:
 - Name, address, and phone number of the person requesting accommodation.
 - The specific limitation, the type of accommodation requested, with an explanation of how the accommodation will allow the performance of the essential functions of the position or the participation in a program or activity.
 - Verification of the disability by the requester's physician medical provider or vocational/rehabilitation counselor may be required. (If medical verification is required the person requesting accommodation must sign a release form Authorization For The Release of Medical Information).

Upon completion of the necessary paperwork, a written request should be submitted to the General Manager that outlines the specific accommodation requested. Verification of the disability by the requester's physician, medical provider or vocational/rehabilitation counselor is also required. A copy of the job description should be provided to the medical provider to assist in the determination of the requested accommodation as it relates to performing the essential functions of the position.

Determination

The determination of providing a reasonable accommodation is made on a case-by-case process, known as the “interactive process.” This is a timely individual process where management and the individual discuss the request and effective reasonable accommodation(s).

In considering a request for accommodation the following factors must be considered when reviewing a request for accommodation:

- Analyze the job or activity to determine the essential functions.
- Determine with the employee, applicant or participant how the disability limits their performance of the essential functions.
- Identify accommodation options that overcome limitations and determine the effectiveness and feasibility of the proposed accommodations.
- Considering the requester’s preference, the General Manager selects the accommodation most appropriate for the requester and the department involved.

If the request is approved, management will notify and meet with the requester to make necessary arrangements. If the request is not approved, management will notify and meet with the requester to explain the decision, elicit other possible solutions, and determine the outcome. The decision of the General Manager is final.

HARASSMENT

Harassment of anyone in or from the District on the basis of an employee's race, sex (including sexual harassment), religious creed, color, national origin, ancestry, age (over 40), marital status, sexual orientation, or physical or mental disability is strictly prohibited. Any individual who believes that he or she has been subjected to such harassment should immediately report that harassment to their immediate supervisor. Supervisors are required to inform the General Manager within twenty-four (24) hours of a reported harassment allegation.

This policy prohibits harassment in any form, including:

Verbal harassment such as epithets, jokes, derogatory comments or slurs based on the person's race, sex, religious creed, color, national origin, ancestry, age (over 40), marital status, sexual orientation, or physical or mental disability;

Physical harassment such as assault, impeding or blocking movement, or any physical interference with normal work or movement when directed at an individual based on one of the categories above; and

Visual harassment such as derogatory posters, cartoons or drawings, based on one of the categories above.

If you believe you have been or are being subjected to this kind of harassment and are unable to resolve (or uncomfortable attempting to address) the problem with the individual, you should promptly report it to your manager, any other manager, or the General Manager. All such claims will be investigated in a manner designed to protect the privacy and confidentiality of all involved and appropriate action will be taken. When appropriate, the District may seek to resolve the matter informally. Any employee found to have harassed anyone in or from the agency, based on one of the categories above will be disciplined, from verbal reprimand to dismissal, based on the circumstances.

If you have any questions about this policy, or want more information about it, please contact the General Manager.

SEXUAL HARASSMENT

1. Sexual harassment of District employees, by any person in or from the work environment is strictly prohibited. Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, or other verbal, visual, or physical conduct of a sexual nature when:
2. Submission to such conduct is made either expressly or by implication a term or condition of an individual's employment;
3. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or

4. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance; creating an intimidating, hostile, threatening or offensive working environment; or adversely affecting the employee's performance, evaluation, assigned duties, or any other condition of employment or career development.

Sexual harassment also includes any act of retaliation against an employee for reports of violation of this policy or for participating in the investigation of a sexual harassment complaint.

Other examples of sexual harassment include unwelcome sexual flirtations or propositions; verbal abuse of a sexual nature; graphic verbal comments about an individual's body; sexually degrading words used to describe an individual; and the display in the work environment of sexually suggestive objects or pictures, posters, jokes, cartoons, or calendar illustrations. (THE MEASUREMENT FOR OFFENSIVENESS IS PRIMARILY BASED ON THE VIEWS OF THE VICTIM.)

The District will fully and effectively investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated this prohibition against harassment. The complaining employee will be informed of the action taken. The District will also take action to protect the complaining employee and to prevent further harassment or retaliation. Finally, the complainant will be made whole, to the extent possible for his or her losses.

The District clearly does not tolerate harassment on the basis of any of the categories discussed in this policy and will take appropriate disciplinary action whenever such harassment is demonstrated. Any individuals engaging in such conduct contrary to District policy may be personally liable in any legal action brought against them.

The District encourages all employees to report any incidents of harassment forbidden by this policy so that complaints can be quickly and fairly resolved. You should also be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book.

GUIDELINES FOR THE EMPLOYEE

If you think you are being sexually harassed:

1. Say NO! Make clear to the offender that the behavior is unacceptable to you;
2. Don't let confusion and self-doubt stop you from speaking out;
3. Keep a record of dates, times, places, witnesses, and nature of harassment. Such records will be helpful if you find it necessary to pursue a formal grievance;

4. If you feel that you have been or are being sexually harassed or are aware of or suspect the occurrence of sexual harassment, or you desire counseling on coping with sexual harassment, you should immediately contact your manager, any other manager, or the General Manager; and
5. Maintain strict confidentiality ensuring the privacy of all parties concerned.

GUIDELINES FOR THE SUPERVISOR OR MANAGER

1. Be aware of the intimidating effects of power;
2. Don't offend intentionally. Be aware that you may be offending unintentionally;
3. Take NO as NO;
4. Don't use your position to coerce others;
5. Treat every person with respect. Ask yourself if your behavior could be interpreted as sexual harassment;
6. Discuss this Policy with the employees reporting to you and assure them that they are not required to endure sexually insulting, degrading, or exploitative treatment or any other form of sexual harassment; and
7. Notify the General Manager of any and all sexual harassment complaints or incidents, unless the complaint or incident involves the General Manager in which case, notify your manager or the Chairperson of the Personnel Committee.

GUIDELINES FOR THE GENERAL MANAGER

1. Maintain strict confidentiality ensuring the privacy of all parties concerned;
2. Investigate each complaint quickly and confidentially; and
3. Take appropriate action. When appropriate, seek to resolve the matter informally.

DISCIPLINARY AND/OR CORRECTIVE ACTION

An employee who is found to have sexually harassed anyone in or from the District will be disciplined, from verbal reprimand to dismissal, based on the circumstances.

DRUG AND ALCOHOL ABUSE

It is the policy of the District to maintain a workplace that is free from the effects of drug and alcohol abuse. Substance abuse can affect job performance and employee and public safety. The District has a significant interest in ensuring the health and safety of its employees. It has an obligation to ensure that its employees do not present a safety risk to the public at large. For these reasons, the District will be firm in identifying and disciplining those employees who do not voluntarily seek assistance and who continue to use drugs and abuse alcohol in violation of the District's rules.

No District employee who is on duty or on standby for duty shall:

- Use, possess, or be under the influence of illegal or unauthorized drugs or other illegal mind-altering substances; or
- Use or be under the influence of alcohol to any extent that would impede the employee's ability to perform his or her duties safely and effectively.

No employee shall perform duties which, because of drugs taken under a legal prescription, the employee cannot perform without posing a threat to the health or safety of the employee or others. Employees whose job performance is so restricted may be subject to reassignment, medical examination, or other actions specified by applicable statutes and regulations.

Employees shall be subject to drug and alcohol testing when there is reasonable suspicion that the employee has violated the rules expressed in this policy. In addition, when such an employee has already been found in violation of this policy through the adverse action or medical examination process under this policy, as a result of substance testing under this policy, or by the employee's own admission, the employee may be required to submit to periodic substance testing as a condition of remaining in or returning to District employment.

The policy stated herein shall be in addition to and shall not be construed as a required prerequisite to or as replacing, limiting, or setting standards for any other types of provisions available under law to serve this purpose, including employee assistance, adverse action, and medical examination.

Employees shall refer any questions regarding their rights and obligations under this policy to the human resources contact.

PROHIBITIONS

Prohibited substances include:

- Controlled substances (drugs) that include but are not limited to marijuana, amphetamines, opiates, phencyclidine (PCP), and cocaine; and

- Alcohol, which is defined as the intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohol, including methyl and isopropyl alcohol.

Prohibited conduct includes:

- Unlawfully manufacturing, distributing, dispensing, possessing, or consuming any controlled substance at any time while conducting or performing District business, regardless of location. This includes while operating or being responsible for the operation, custody or care of District equipment or property, on District property, or while subject to duty (i.e., standby duty);
- Reporting to work or being on call for work while an employee's ability to perform job duties is impaired due to on- or off-duty alcohol use or drug abuse; or
- Possessing or selling (directly or through a third party) illegal drugs or providing illegal drugs to anyone (including employees) while on duty.

PRESCRIPTION AND NON-PRESCRIPTION DRUGS

Using or being under the influence of any legally obtained drug by an employee while performing District business, while on District property, or while on standby is prohibited to the extent that such use or influence may affect the safety of the employee, co-workers, members of the public, the employee's job performance, or the safe or efficient operation of the District's business. An employee may continue to work, even though under the influence of a legal drug, if District management has determined, after consulting with a competent medical authority, that the employee does not pose a threat to their own safety or their co-workers and that the employee's job performance is not significantly affected by the legal drug. Otherwise, the employee may be reassigned to an alternative position, if available, or be required to take a leave of absence or comply with other appropriate action as determined by the District.

CONSEQUENCES OF A POSITIVE ALCOHOL AND/OR DRUG TEST

A rehabilitation program is available for those employees having a positive controlled substance and/or alcohol test on a one-time basis only. A second verified positive test under any circumstances shall constitute cause for immediate termination. Failure to complete a treatment program provided by the Substance Abuse Professional (SAP) will be treated as a second positive test.

Program costs and subsequent controlled substance and/or alcohol testing costs will be paid by the employee. When recommended by the SAP, participation in and completion of the rehabilitation program is mandatory. Prior to return to duty testing, an employee must follow the rehabilitation program recommended by the SAP and agree to sign a return to duty agreement. The duration and frequency of follow up testing will be determined by the SAP but will not be shorter than one year or longer than five years.

VOLUNTARY ADMITTANCE

Employees who believe they may have a substance abuse problem are encouraged to take the initiative in voluntarily seeking assistance. Those voluntarily seeking help can make a confidential request for assistance to their supervisor. The employee will be referred to a SAP for evaluation and rehabilitation recommendations. Employees may use accumulated sick leave, vacation time, or compensatory time to participate in a rehabilitation program and program costs will be paid by the employee. After approval from the SAP, the employee may return to work and may be subject to unannounced follow up testing, based on the SAP's recommendations. Any employee failing to complete the program will be subject to termination.

NOTE: Health insurance plans may provide coverage for rehabilitation costs. Health benefits information can be obtained from the District's human resources contact.

REFUSAL TO SUBMIT

Any employee who refuses to submit to a drug or alcohol test immediately when requested by a manager or law enforcement personnel will be treated in the same manner as an employee who has failed an alcohol or controlled substance test, as defined herein.

EMPLOYEE CONVICTION REPORTING RESPONSIBILITY

All employees must, as a condition of employment, abide by the terms of this policy and report any conviction under a criminal drug statute for violations occurring on or off District premises while conducting District business. A report of conviction must be made to the human resources contact within five days after conviction, as mandated by the Federal Drug-Free Workplace Act of 1988 and the California Drug-Free Workplace Act of 1990. Failure to report such convictions will subject the employee to discipline, up to and including dismissal, in accordance with the District's rules and regulations.

SEARCHES

The District reserves the right to search all places under the common control of the District and employees and to enlist the assistance of law enforcement personnel in connection with the enforcement of this policy.

EMPLOYEE RIGHTS

An employee suspected of violating the rules prescribed herein shall be entitled to representation during any interrogative interviews with the affected employee that could lead to a decision by the District to take adverse action against the employee, regardless of whether these interviews occur before or after the sample is taken.

The sample collection process shall include the opportunity for the employee to provide information about factors other than illegal drug use, such as taking prescribed medication that could cause a positive test result. At the employee's option, this information may be

submitted in a sealed envelope to be opened only by the Medical Review Office if the test result is positive.

The employee shall receive a full copy of any test results and related documentation of the testing process.

All confirmed positive samples shall be retained by the testing laboratory in secure frozen storage for one year following the test or until the sample is no longer needed for appeal proceedings or litigation, whichever is longer.

CONFIDENTIALITY

The District shall maintain records of the circumstances and results of any employee testing under this policy. These records, and any other information pertaining to an employee's drug or alcohol test, shall be considered confidential and shall be released only to:

1. The employee who was tested or other individuals designated in writing by that employee;
2. The Medical Review Officer; or
3. Individuals who need the records or information to:
 - a. Properly supervise or assign the employee;
 - b. Determine, or assist in determining, what action the District should take in response to the test results; or
 - c. Respond to appeals or litigation arising from the drug or alcohol test or related actions.

Pre-Placement/Post Offer Controlled Substance (Drug) Testing

An applicant for a position with the District shall be required to undergo a drug screening analysis. Any offer of employment will be conditioned upon compliance with this policy. The applicant will be requested to execute a consent form which includes a waiver and release. The "Consent and Release Form" will be completed by the applicant and collection center at the time of collection. A positive test indicating the presence of controlled substances as defined in this policy will constitute disqualification of the applicant for the position for a period of six months.

Reasonable Suspicion Testing

The District reserves the right to require any existing employee to undergo drug or alcohol testing if there is a reasonable suspicion that the employee has engaged in prohibited conduct as defined in this policy. Reasonable suspicion shall, whenever possible, be evaluated based on personal observations by the department manager who is familiar with the employee's typical behavior.

Only a manager with the concurrence of another manager or General Manager may request a drug or alcohol test based on reasonable suspicion after they have considered the facts and/or evidence in the particular case and agree that they constitute a finding of reasonable suspicion. The manager requesting an employee to submit to a drug or alcohol test based on reasonable suspicion must document facts constituting reasonable suspicion in writing.

Employees reasonably believed to be under the influence of drugs or alcohol shall not be permitted to engage in further work. In addition, such employees shall not be permitted to drive themselves from the worksite. A manager will see that the employee is transported to the designated collection center.

A controlled substance test is considered positive when a verified confirmation test indicates specimens have concentrations of a particular class of drug above the specified concentration levels. Drug classes and threshold concentration levels are listed in the "Controlled Substance (Drug) Test" Definition Section of this handbook.

An alcohol test is considered positive when a verified confirmation test indicates a breath alcohol content greater than 0.04. "Alcohol Concentration Level" is defined in the Definition Section of this handbook.

In the event of a positive drug or alcohol test confirmation, the employee will be suspended from employment without pay, pending agreement on rehabilitation procedures described in the Rehabilitation Section of this policy.

Post-Accident Testing

As soon as practicable following an accident involving a District employee, that employee shall be tested for alcohol and controlled substances if:

1. The accident involved a fatality; or
2. The driver receives a citation under state or local law for a moving traffic violation arising from an accident that involved:
 - a. injury requiring medical treatment away from the scene; or
 - b. one or more vehicles having to be towed from the scene.

3. The manager has reasonable suspicion that the accident was the result of the use of illegal or unauthorized drugs, other illegal mind-altering substances, or alcohol.

An alcohol test should be administered within two hours following an accident, but no later than eight hours following the accident. A controlled substance test shall be administered within 32 hours following an accident.

A manager should be notified immediately following an accident to ensure proper post-accident instructions. The manager will determine if a test is necessary, based on the criteria above. If a test is necessary, the manager will see that the driver is transported to the appropriate collection center. An employee who knowingly, willingly, and purposely evades a post-accident alcohol or controlled substance test will be subject to termination under "Refusal to Submit" guidelines as outlined under Definitions in this handbook.

In lieu of administering a post-accident test, the District may substitute a test administered by on-site police or public safety officials under separate authority. The District may substitute a blood or breath alcohol test and a urine drug test performed by such local officials, using procedures required by their jurisdictions. The District will obtain a copy of these test results and keep them on file.

If the employee has not submitted to an alcohol test within two hours, the District shall prepare and maintain on file a record stating the reasons. An employee who is subject to post accident testing must remain available, or he/she may be subject to termination under "Refusal to Submit" guidelines outlined in this handbook. In addition, he/she must also refrain from consuming alcohol for eight hours following the accident, or until submitting to an alcohol test, whichever comes first.

A controlled substance test is considered positive when a verified confirmation test indicates specimens having concentrations of a particular class of drug above the specified concentration levels. Drug classes and threshold concentration levels are listed in the "Controlled Substance (Drug) Test" Definition Section of this policy.

An alcohol test is considered positive when a verified confirmation test indicates a breath alcohol content greater than 0.04. "Alcohol Concentration Level" is defined in the Definition Section of this handbook. An alcohol concentration level of 0.02 or greater but less than 0.04 will result in removal from a safety sensitive position for at least 24 hours and disciplinary action may be taken.

In the event of a positive drug or alcohol test confirmation, the employee will be suspended from employment without pay, pending agreement on rehabilitation procedures described in the Rehabilitation Section of this policy.

NOTE: Nothing in this section shall be interpreted to require the delay of necessary medical attention for injured people following an accident. In addition, the driver is not prohibited from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

REHABILITATION

Within the first five working days of the suspension period after a verified positive test result, a conference will be conducted between the employee, the General Manager, their supervisor, and a human resources contact. If warranted, the employee will be requested to participate in a substance abuse rehabilitation program approved by the District. After completing a program, the employee may be subject to return-to-duty and unannounced follow up testing for a period of 12 to 60 months. Details will be outlined in a Return-to-Duty or Last Chance Agreement.

Employees may use accumulated sick leave, vacation time, or compensatory time to participate in a rehabilitation program. Program costs and subsequent controlled substance and/or alcohol-testing costs will be paid by the employee. Failure to participate in and complete such a program will result in employment termination.

RETURN-TO-DUTY

Employees who have violated the prohibition set forth in this policy shall submit to a return-to-duty test before returning to their position. The test result must indicate an alcohol concentration of less than 0.02 and/or a verified negative result on a controlled substance test.

FOLLOW UP TESTING

After the return-to-duty test, employees will also be subject to unannounced follow up testing. The number and frequency of tests shall be determined by a SAP, but at least six tests shall be performed during the first 12 months following the employee's return to duty. Follow up testing may be done for up to 60 months, but the General Manager may terminate the requirement after the first six tests, if he/she determines that testing is no longer necessary.

OFF-DUTY CONDUCT

While the District does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with the District's legitimate interests. For this reason, employees should be aware of the following policies:

Employees are expected to conduct their personal affairs in a manner that does not adversely affect the District's or their own integrity, reputation, or credibility. Conduct on the part of an employee that adversely affects the District's legitimate interests or the employee's ability to perform his or her job will not be tolerated.

While employed by the District, employees are expected to devote their energies to their jobs with the District. The following types of outside employment are strictly prohibited:

- Employment that conflicts with an employee's work schedule, duties and responsibilities
- Employment that creates a conflict of interest or is incompatible with the employee's employment with the District
- Employment that impairs or has a detrimental effect on the employee's work performance with the District
- Employment that requires the employee to conduct work or related activities on the District's property during the District's working hours or using the District's facilities and/or equipment

Employees who wish to engage in outside employment that may create a conflict of interest must submit a written request to the General Manager explaining the details of the outside employment. If the outside employment is authorized, the District assumes no responsibility for the outside employment. The District shall not provide workers' compensation coverage for injuries occurring from or arising out of outside employment. Authorization to engage in outside employment can be revoked at any time. If an employee has any doubts, it is recommended that a written request be submitted to insure there are no future problems.

DISCIPLINARY ACTION

Any violation of District policies or improper behavior or conduct may warrant disciplinary action. Although the employment relationship may be terminated at will by the employee or the District, without following any formal system of discipline or warnings, the District often exercises its discretion to use a progressive discipline procedure to ensure a fair method of disciplining employees. When followed, the progressive discipline system is intended to give employees advance notice, whenever possible, of problems with their conduct or performance in order to provide them an opportunity to correct any problems. Normally, progressive discipline involves verbal counseling, and one or more written warnings, before an employee is terminated. However, exceptions or deviations from the normal procedure may occur whenever serious offenses occur or whenever the District deems the circumstances warrant that one or more steps in the process be skipped.

The progressive discipline procedure outlined in this policy is intended merely as a guide to assist supervisors in dealing with disciplinary problems. It is not a mandatory procedure that must be followed in all cases. Accordingly, one or all of the steps in the procedure can be disregarded in any given case. In addition, because the employment relationship is at will, either the employee or the District can terminate the employment relationship at will, at any time, with or without cause or advance notice.

The District's progressive discipline process has five steps:

1. An informal discussion
2. An oral warning including a confirmation memo of the reprimand
3. A written warning including a statement of the nature of the proposed discipline, the effective date of the proposed discipline, the reasons for the discipline, the specific policy or rule violated, and a statement advising the employee of the right to respond orally or in writing
4. Suspension
5. Dismissal

It is not possible to provide employees a complete list of every possible type of disciplinary offense. However, in order to provide employees some guidance concerning unacceptable behavior, the following are some examples of types of conduct that are considered impermissible. Employees who engage in any misconduct or whose performance is unsatisfactory may be subject to disciplinary action, up to and possibly including immediate termination. The list below is intended simply to provide some examples of disciplinary offenses.

- Altercations
- Carelessness or negligence while performing duties

- Excessive absenteeism
- Failure to observe safety regulations
- Giving false or misleading information during the application and/or selection process
- Insubordination, refusing to follow a manager's directions, or other disrespectful conduct toward a manager
- Job abandonment
- Making or threatening retaliatory action against complainants
- Misuse of electronic systems (email, internet, fax)
- Release of confidential information about the District or its ratepayers
- Tardiness
- Theft or unauthorized possession or removal of District property or another person's property
- Unexcused absences
- Unlawful harassment, including sexual harassment, of other employees
- Unsatisfactory performance
- Use or possession of illegal drugs or alcohol while on company premises or while on duty
- Willful violation of District policies

GRIEVANCE PROCEDURE

The District has established a grievance procedure to allow employees an opportunity to voice any concerns they may have. The purpose of this policy is to provide an avenue for the identification and solution of differences between an employee and the District. The following steps are provided all employees for the settlement of a grievance:

Level I - Preliminary Informal Resolution

Any employee who believes he/she has a grievance shall present the evidence thereof orally to his/her immediate supervisor within five (5) working days after the employee knew, or reasonably should have known, of the circumstances which form the basis for the alleged grievance. The immediate supervisor shall hold discussions and attempt to resolve the matter within three (3) working days after the presentation of such evidence. It is the intent of this informal meeting that at least one personal conference be held between the employee and the immediate supervisor.

Level II - General Manager

If the grievance has not been resolved at Level I, the grievant must present his/her grievance in writing on a form provided by the District to the General Manager within ten (10) working days after the occurrence of the act or omission giving rise to the grievance.

The statement shall include the following:

- A concise statement of the grievance including specific reference to any law, policy, rule, regulation and/or instruction deemed to be violated, misapplied or misinterpreted;
- The circumstances involved;
- The decision rendered by the immediate supervisor at Level I;
- The specific remedy sought.

The General Manager shall communicate his/her decision within five (5) days after receiving the grievance. Decisions will be in writing setting forth the decision and the reasons therefore and will be transmitted promptly to all parties in interest. If the General Manager does not respond within the time limits, the grievant may appeal to the next level. Time limits for appeal shall begin the day following receipt of written decision by the General Manager. Within the above time limits either party may request a personal conference with the other.

Level III - Board of Directors

In the event the grievant is not satisfied with the decision at Level II, the grievant may appeal the decision in writing on a form provided by the District to the District's Board of

Directors within five (5) days. The statement shall include a copy of the original grievance; a copy of the written decision by the General Manager, and a clear, concise statement of the reasons for the appeal to Level III.

The Board of Directors, as soon as possible at a regular monthly meeting of the Board, shall schedule a hearing to formally receive the written grievance and the answers thereto at each step and to hear evidence regarding the issue or issues. The Board of Directors shall thereafter issue a written decision.

Rules

If an employee does not present the grievance or does not appeal the decision rendered regarding the grievance within the time limits specified above, the grievance shall be considered resolved.

By agreement in writing, the parties may extend any and all-time limitations of the grievance procedure.

The General Manager may temporarily suspend grievance processing on a District-wide basis in an emergency situation. Employees covered by this policy may appeal this decision to the Board of Directors.

A copy of all formal grievance decisions shall be placed in the employee's permanent personnel file.

WHISTLEBLOWING

Vandenberg Village Community Services District encourages and enables employees and Directors to raise their concerns about:

- A breach of health and safety regulations
- Abuse of position
- Conflicts of interest
- Criminal activity
- Improper governmental activity
- Malpractice
- Serious breaches of district procedures, resolutions, or ordinances
- Theft, fraud, or financial irregularities
- Unethical conduct
- Violations of federal, state, or local statutes

The District's Grievance Procedures are to be utilized for reporting all such violations, conditions, or circumstances, and we ask that our employees give us the opportunity to investigate and take action to correct the problem.

No employee will be discharged, retaliated against, or discriminated against in any manner for reporting what they in good faith believe to be such problems.

ON THE JOB

DRESS AND GROOMING STANDARDS

While the District has no formal dress code, it is expected that all employees will dress in a manner consistent with good business practices. If for any reason an employee cannot dress in accordance with good business practices, or has a question about appropriate dress, the employee should discuss it with their supervisor.

The following guidelines should be followed by all employees:

- Professional clothing (coats and ties; dresses and nylons) is not required on a daily basis but should be worn on days when professional contact is expected.
- Uniforms should be worn during normal working hours by field employees.

The following are examples that would not be appropriate during normal working hours (but not limited to):

- Athletic clothing
- Backless tops
- Bare midriffs
- Birkenstock type sandals
- Crop type tops
- Form fitting clothing
- Halter tops
- Low cut tops
- Mini-skirts or mini-skorts
- Overalls
- Sheer clothing
- Shorts (Exception: field personnel may wear shorts for meter reading)
- Tank top T-shirt
- Thongs/Flip flops
- T-shirts displaying any type of writing
- Tube tops

The following attire has been approved only for designated casual days (i.e., each Friday, the day before Thanksgiving, and other days designated by management):

- Jeans
- Plain T-shirts
- Casual shirts
- Tennis shoes

UNIFORMS

All field employees, other than those whose principal job is supervisory or those who perform their work in the general office, shall dress in uniform. The District will bear all of the cost of furnishing uniforms which includes shirts, vests, and jackets; and will provide an allowance for pants. Uniforms will be provided under the current Memorandum of Understanding signed by the employee. All uniform shirts for the field personnel will display both the employee's name and the District emblem. Replacement of garments worn or damaged as a result of District work will be the responsibility of the District. The cost of replacement or repair will be charged to the employee for: loss of garments while in the possession of the employee; failure of the employee to return the garments upon termination of service; or damage to the garments at times other than when the employee is engaged in District business.

The District will reimburse the Field employee up to \$200 each year for the purchase of jeans to be worn as part of their uniform.

The individual employee shall maintain shirts and trousers in a good state of repair, cleanliness, and appearance through laundry and sewing repair practices with due consideration to fair wear and tear. The individual employee is responsible to pay for repair or replacement of shirts or trousers that are lost, damaged or destroyed for reasons other than fair wear and tear. The General Manager shall make the final determination as to fair wear and tear, subject to appeal to the Board of Directors.

From time to time, the District may provide uniform shirts to other District personnel for use on designated casual days. The individual employee shall maintain shirts in a good state of repair, cleanliness, and appearance through laundry and sewing repair practices with due consideration to fair wear and tear. The individual employee is responsible to pay for repair or replacement of shirts that are lost, damaged, or destroyed for reasons other than fair wear and tear.

The individual employee is responsible to wear the uniform shirt with District logo only while on duty or on the way to or from duty, and to ensure that non-employees do not obtain possession of shirts with District logos. While in uniform, employees shall maintain a professional demeanor at all times. Except for de minimis personal stops, uniforms should be exchanged for personal wear before commencing personal activities.

SAFETY BOOTS

The General Manager has determined from the California Code of Regulations, Title 8, Section 3385 Foot Protection, or its equivalent, that the District's Field employees are required to wear foot protection. The District will provide a reasonable reimbursement for protective footwear, as outlined below.

District Field employees operate or work around heavy equipment, lift heavy objects, and work where there is a possibility of foot injury from falling, dropped, or rolling objects. They are required to wear protective footwear as a job requirement.

Protective footwear shall meet the requirements and specifications in American National Standard for Personal Protection-Protective Footwear (ANSI Z41-1999), or its replacement, which is hereby incorporated by reference, and shall be 6" or higher lace-up or slip-on steel-toe leather work boots.

The District will reimburse the Field employee up to \$200 every 18 months for purchasing protective footwear from a District-designated vendor. The manager may adjust this 18-month requirement in cases of extraordinary or minimal wear.

ASSIGNED TOOLS IN VEHICLES AND COMMON-USE TOOLS

Field employees may be furnished a standard set of tools necessary to perform daily assigned tasks and a vehicle with lockable means to secure assigned tools. The Operations and Maintenance Manager, with the concurrence of the General Manager, shall determine which tools are appropriate for issue to the individual use of field employees. When issued, the Operations and Maintenance Manager and individual employee shall jointly inventory the assigned tools, the employee shall sign the inventory as a receipt for the tools and shall become accountable, responsible, and liable for the proper use, care, and security of the assigned tools. A standardized list of tools among all field employees is expected to eliminate the need to borrow tools from one another. Security of the assigned tools from borrowing, theft, and loss is a personal job responsibility of field employees.

The General Manager is authorized to establish performance criteria for the use, care, and security of individually assigned tools, to establish recurring inventories of assigned tools, and to collect the replacement cost of tools lost or broken through other than normal wear and tear. Field employees' job duties require the knowledge and skills necessary to use, care, and protect tools used in their duties. District management is expected to use performance evaluations and/or disciplinary action to insure District procured tools are cared for properly. When individually assigned tools are lost or broken through other than normal wear and tear, the General Manager is expected to collect their replacement value from the responsible employee. The options available to the General Manager shall include but not be limited to payroll deduction.

In addition to individually assigned tools, the Operations and Maintenance Manager shall maintain common-use tools and equipment to meet other than daily job use requirements. All field employees are expected to care for these common-use tools and equipment when in their possession as if they were individually assigned to avoid loss, breakage, theft, or other than normal wear and tear. The negligent loss, damage, or abuse of common-use tools will not be tolerated, and the General Manager shall take appropriate action to preclude or correct such negligence.

TRAVEL, DISTRICT SANCTIONED

On those occasions when District employees are required to travel out of town on District sanctioned business, the District will pay the reasonable expenses of such travel, including advance payment when necessary. Management may authorize travel for district-related purposes.

If possible, travel will be by District vehicle. If a vehicle is not available, the use of a private vehicle may be authorized, and the owner compensated at the mileage rate allowed by the District only if proof of insurance is filed with the District. Attempts should be made to have the District billed for such expenses whenever possible. For a better record of expenses, employees should pay for lodging and meal expenses using the District credit card. Receipts should be requested whenever possible, minor miscellaneous expenses for which no record or receipt is available should be recorded by the employee.

An expense report on a standard District form must be submitted with all receipts and records in order to properly account for expenses and to receive reimbursement. The District has established guidelines for reasonable expenses, and these may be obtained from the Administrative Services Manager. The General Manager is the final authority in determining the reasonableness and validity of any expense reports.

USE OF DISTRICT VEHICLE

All District owned vehicles and equipment shall be used only for District business and activities, except for commuting to and/or from work as allowed by IRS Regulation 1.274-6T(a)(3). Employees are encouraged to use the District vehicle when on District business and should be aware that they are on public display when driving a District vehicle. Employees should conduct themselves accordingly. Employee and passenger seat belts must be fastened at all times. Any violation resulting in a citation is the employee's financial responsibility. Where applicable, District employees may be taxed on their use of District vehicles.

Employees on-call, including the Operations and Maintenance Manager, are provided with the use of their assigned vehicle for transportation between their residence and the work location. Assignment of the vehicle is not for the specific benefit of the employee but for the improved operational efficiency and effectiveness of the District. District vehicles are only authorized for official District business (emergency callouts). Assigned on-call employees shall have in their vehicle all the necessary tools and emergency equipment available to be able to respond to emergency situations for the purpose of restoring or maintaining water and sewer utilities. The on-call employee is responsible for the safety and security of his or her assigned vehicle and equipment.

DISTRICT PROPERTY

All District assets are purchased by, and belong to, the public we serve. The public, through the Board of Directors they elect, does not buy any of the property with the intent, belief, or approval for District employees to use the assets purchased with public funds for either private use or personal gain. If it belongs to the District, employees cannot use it for any purpose other than for doing District business. The District needs to portray to the Board and our customers that the public trust they place in us daily is well warranted. Desks and lockers are provided for the convenience of employees but remain the sole property of the District. The computer and E-mail system belong to the District and may only be used for business purposes. Electronic data stored on District computers remain the property of the District.

TRESPASSERS

From time-to-time District employees may encounter trespassers/unauthorized individuals at District facility sites. If such trespassers are encountered, employees should advise the trespassers that they are not permitted on District property and request that they leave immediately. If they decline vacating District property, the employee should immediately contact the appropriate law enforcement agency that services the area of the facility, as well as the employee's supervisor and the General Manager.

Under no circumstances shall the employee ever attempt to physically remove trespassers from District property. Employees shall not verbally address trespassers in a manner that may provoke a physical confrontation between the employee and the trespassers. This policy is intended to minimize the District's liability for injuries to others but is primarily intended to assure the safety of District employees from physical harm.

TELEPHONE AND FAX

Personal Calls

The District understands that employees may need to speak with his or her family or tend to non-business activities during business hours, but requests cooperation in keeping personal calls to reasonable levels. Front office personnel are asked to take personal calls that exceed five minutes to the breakroom. In the event the employee must make a long distance call on the District phone, the employee will be expected to reimburse the District for those calls. Personal cell phones are not to be answered during working hours unless it is unavoidable and text messages should be kept to a minimum.

Faxes

Receiving

Employees are allowed to receive faxes on the District fax machine provided they pay the per page price for each piece of paper used.

Sending

Employees are allowed to send faxes on the District fax machine provided they reimburse the District for any long-distance charges.

CELLULAR PHONE

Because of the visibility and financial responsibility associated with cellular telephone use, the District has developed this cellular telephone use policy with regard to the use of employee-owned cellular telephones for District business.

While a cellular telephone is not a requirement of employment, on-call personnel are required to be available during on-call hours and a telephone is required to forward the emergency calls from the District phone number to the employee. Cellular telephones are accepted for this purpose as a convenience to the employee.

To compensate the employee for the use of their personal cellular telephone for District business, the District will pay all employees \$25 per pay period. This allowance will be included in the employee's paycheck and is subject to all applicable federal and state employment deductions.

Telephone Skills

All staff must be familiar with the required greetings and skill set for effective use of a telephone. The on-call employee is required to keep the cellular telephone on their person and turned on at all times while on duty. All calls must be answered by the District employee in a timely manner. In the event of unforeseen circumstances that make it impossible to answer the call, the message will be retrieved and returned within 30 minutes.

Telephones and Duty Hours

Official use of the cellular phone during on-call hours will constitute work time and must be so recorded. A completed service order is required when responding to an after-hours service call. When the after-hours service call constitutes overtime, payment will be made in accordance with the District's overtime policy.

Office employees are not eligible for on-call pay and are not to conduct official business after hours without prior supervisor approval.

Cellular Phone Use While Driving

The use of a cellular phone while operating a vehicle without a hands-free device is prohibited under California Vehicle Code §23123(a) and using a cellular phone while operating a vehicle with a hands-free device is strongly discouraged by the District. When receiving a call while driving a District vehicle, the employee is required to pull over to the side of the road to take the call. Under no circumstances shall a call be initiated while the vehicle is in motion.

INTERNET AND ELECTRONIC COMMUNICATIONS

E-MAIL/INSTANT MESSAGING

E-mail and instant messaging are important methods of distributing information to employees and it is your responsibility to check both frequently. All messages transmitted over the e-mail and instant messaging system should be those involved in the District business activities for the accomplishment of business-related tasks, or any communication directly related to District business, administration, or practices. Incidental and occasional personal use of the e-mail and instant messaging system is permitted, but such messages are subject to the access and disclosure statement set forth in this policy. As such, it is recommended that any personal communication be limited to “light personal” communication.

Employees are encouraged to exercise the same care in drafting e-mail that they would apply to any other written communication. E-mail and instant messaging shall not be used to transmit vulgar, profane, insulting, or offensive messages including racial or sexual slurs. Prohibited uses of e-mail and instant messaging include, but are not limited to, soliciting outside business ventures, advertising for personal enterprises, or soliciting for non-District related purposes. Transmission of unauthorized copyrighted material is prohibited by law, this includes text, pictures, video, and sound.

All electronic communication systems and all communication and information transmitted by, received from, or stored in these systems are the property of Vandenberg Village Community Services District and as such are to be used for job-related communications only. The District reserves the right to access and disclose all messages sent over its e-mail system for any purpose. Information stored on personal computers attached to the District Network via direct cable connection or remote access are also subject to these requirements.

Employees are reminded that, under some circumstances, communications sent by e-mail may be subject to disclosure under the Public Records Act or during litigation. Therefore, it is important not to compromise themselves or the District under these circumstances.

Generally, e-mail correspondence is considered a temporary communication and may be discarded routinely. However, some e-mail correspondence is required to be declared public record. Therefore, the content of each e-mail must be considered individually, before deletion, to verify that it does not meet the public record standard of California Government Code §6252.

INTERNET

Access to the Internet via District resources can only be used for District purposes, unless the supervisor or General Manager has given permission to the contrary (i.e., personal Internet browsing is generally allowed during breaks), and must be in compliance with all applicable laws and policies (federal, state, local laws, in addition to District policies and Ordinances); for example, all federal, state, and local laws, and District policy with respect

to all forms of harassment and discrimination.

Internet access via District resources must not be used for illegal purposes. There is a wide variety of information on the Internet. Some individuals may find some information on the Internet offensive or otherwise objectionable. Individual users should be aware that the District has no control over and can therefore not be responsible for the content of information available on the Internet.

While it is not possible to provide an exhaustive list of every type of inappropriate use of the Internet, the following examples should offer employees some guidance:

- Gambling
- Harassment and discrimination
- Offensive and defamatory conduct
- Proprietary and confidential information
- Sexually suggestive material
- Trademark, copyrights and licensing stipulations

To compensate the employee for the use of their personal Internet access for District business, the District will pay all field employees and select management staff \$10 per month. This allowance will be included in the employee's paycheck and is subject to all applicable federal and state employment deductions.

SOCIAL MEDIA

The District views social networks such as web-based discussion or conversation pages and other forms of social networking such as Facebook, Twitter, etc., as significant forms of public communication. As such, we hold all of our employees who engage in social networking to the same standards we hold for any public communications. Therefore, all employees have an obligation to the District to ensure that any public communication they make, including social networking communications, must not negatively impact the reputation of the District or bring disrepute in any way to the District, its customers, etc. Further, only a select group of employees are authorized to publicly speak on behalf the District. Violations of this policy will result in discipline which may include termination, depending on the severity of the situation and its impact on the District.

Additionally, engaging in social networking during your workday can negatively impact your productivity and work performance. Therefore, it is your responsibility to regulate your social networking so that it does not impact your productivity or cause performance issues.

Identified below are general guidelines and examples of prohibited communications. Please note that this list shows examples only and is not intended to be, nor is it, an exhaustive list of prohibited communications. The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. Consult with the General Manager or your supervisor if you are uncertain.

General Guidelines and Examples of Prohibited Communications

- If your posts on social media mention the District, its services, employees, and/or customers, make clear that you are an employee of the District and that the views posted are yours and do not represent the views of the District. Be clear and write in the first person. Make your writing clear that you are speaking for yourself and not on behalf of the District.
- Do not mention District employees or customers without their express consent.
- You may not use the District's logo on your posts unless given written consent by the General Manager. Respect copyright laws, and reference or cite sources appropriately.
- You are responsible for what you write or present on social media. You can be sued by other employees, customers, and any individual that views your social media posts as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.
- Do not link to the District's website or post District material on a social media site without written permission.
- All District policies that regulate off-duty conduct apply to social media activity including, but not limited to, policies related to illegal harassment, code of conduct, non-competition, protecting confidential and/or proprietary information. Violation of this policy may lead to discipline up to and including termination.

PROGRAMS, PASSWORDS, AND FILES

Employees are not permitted to use passwords, access a file, or retrieve any stored communication unless authorized to do so. All passwords are the property of Vandenberg Village Community Services District. Supervisors, from time to time, may monitor the use of such equipment. Such monitoring may include accessing, printing, and reading data files and e-mail transmissions. Employees are reminded that Web browsers leave "footprints" providing a trace of all site visits. Employees who violate this policy are subject to disciplinary action up to and including termination.

To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading or installation of any software. All software downloads and installation will be done by, or with the permission of, the System Administrator.

VIOLATIONS

Violations of any guidelines listed above may result in disciplinary action up to and including termination. If necessary, the District will advise appropriate legal officials of any illegal violations. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or receiver.

DOGS ON DISTRICT PROPERTY

Due to the insurance liability, dogs are not allowed on District premises or in any vehicle that is being used for District business at any time except by permission of the General Manager.

WEAPONS ON DISTRICT PROPERTY

In order to ensure a safe environment for its employees and ratepayers, the District prohibits wearing, transporting, storing, or the presence of firearms or other dangerous weapons in or around our facilities and property, including vehicles.

Any employee possessing a firearm or other weapon while on our property or while performing work-related duties may face disciplinary action including termination.

Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, explosives, and any chemical whose purpose is to cause harm to another person.

WORKERS' COMPENSATION DISCLAIMER NOTICE

Vandenberg Village Community Services District or its insurance carrier may not be liable for the payment of workers' compensation benefits for any injury which arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity which is not part of the employee's work-related duties.

SAFETY

SAFETY AND SECURITY

In an effort to provide a safe work environment for its employees, the District maintains a comprehensive Risk Control Program. Each employee is required to know the location of and become familiar with the contents of the District's Risk Control Manual. The Risk Control Program includes, but is not limited to:

- Confined Space
- Defensive Driving Program
- Emergency Evacuation Procedures
- General Safety
- Hazard Assessment
- Hearing and Respiratory Protection
- Lockout/Tagout Procedures
- Workplace Security

INJURY AND ILLNESS PREVENTION PROGRAM (IIPP)

Vandenberg Village Community Services District greatly values the safety and health of all of its employees and is committed to providing a safe and healthful workplace. The District has implemented an Injury and Illness Prevention Program for Safety which addresses workplace safety and an IIPP for Workplace Security which addresses the hazards to be associated with workplace violence.

Every employee is responsible for safety. It is a basic job requirement for all employees and will be evaluated on each employee's annual appraisal. Please report any unsafe or hazardous conditions directly to your supervisor immediately. Every effort will be made to remedy the problems as quickly as possible. In case of an accident involving a personal injury, regardless of how serious, please notify your supervisor immediately. Failure to report accidents can result in a violation of the legal requirements and can lead to difficulties in processing insurance and benefit claims. If an employee is injured on the job, he/she will be entitled to benefits under the state workers' compensation law in most cases. The employer carries workers' compensation insurance and will assist employees to obtain all benefits to which they are legally entitled.

Employees of the District are trained in the use of protective apparel and safety equipment to minimize hazards. Ongoing in-house safety training is conducted on a regular basis. All employees are required to be safety conscious at all times. Managers have the primary responsibility for identifying unsafe conditions and practices and seeing that they are corrected. It is the District's policy to take safety seriously. Failure to follow the IIPP will result in progressive disciplinary action against you, up to and including discharge.

Employees are encouraged to share safety and health ideas, information and concerns with District management. The District will give these communications prompt and serious attention. As part of this commitment, the District pledges not to discriminate or take any type of corrective action against any employees who express his or her safety concerns. Some ideas may be eligible for the Employee Suggestion and Awards Program.

RETURN TO WORK

In an effort to minimize serious disability due to on-the-job injuries and illnesses and to reduce workers' compensation costs, Vandenberg Village Community Services District has developed a return-to-work program consistent with the District's responsibilities under the Americans with Disabilities Act which will provide reasonable accommodations to persons with disabilities. The program will consist of a team effort made by our workers' compensation insurance carrier, the medical provider, the injured employee, and District management. All team members will be asked to take an active role in returning the injured/ill employee to a productive status.

Managers will assist by directing the employee to appropriate care and assisting in proper reporting of the injury or illness while maintaining a positive and constant flow of communication with the injured worker. They will also assist in arranging work which meets "light duty" restrictions, as needed, to reduce lost time. District management or designated person will work with the workers' compensation carrier to assist with the assessment of the employee's ability to return to work. Together they will actively encourage the treating physician to release the injured worker to work (even in a light-duty role) as soon as possible.

By this joint effort, the District will help the injured/ill worker recover at a more rapid rate, gain production for wages paid, minimize the employees' wage loss, and reduce workers' compensation costs.

After your first appointment with a physician, bring the Return-to-Work Recommendations Record (or any other slip provided by the physician) to your supervisor. Work will be provided to you within your restrictions, if any, whenever possible.

If you are not able to work at all after the first appointment, advise your supervisor. Once you are released to light duty, report to work immediately.

Once you are back at work, you are responsible for:

- Working within the physical limitations set by the physician at all times and performing only those temporary duties assigned to you by your supervisor.
- Letting your supervisor know if you are having any difficulties performing your assigned tasks or if you feel you can do more than is allowed.
- Telling your supervisor in advance if you find out you must miss work for a medical appointment - please make every effort to schedule your medical appointments outside your work schedule.
- Seeing that your supervisor knows of any changes in your work restrictions you learn from your doctor.

Please note, if you do not report to work (light duty or regular work) when you are

released, you may not be eligible for temporary disability payments or wages.

All District rules and policies apply to employees who are performing light duty work.

It is Vandenberg Village Community Services District policy to provide modified or alternative work for all employees who are injured on the job. Should you become injured or ill due to your work activities, you will be encouraged to return to work as soon as medically appropriate. Our workers' compensation insurance carrier and District management will all assist in this effort. In the event of a work-related injury, you will be directed to the appropriate medical facility and a strong attempt will be made to provide work for you within your medical restrictions.

LEAVING EMPLOYMENT

TERMINATION

It is the policy of the District to treat all employees who leave the employ of the District fairly and equitably, and to provide for the effective processing of all termination actions. Employees shall be terminated in accordance with the provisions of this policy and the District's equal opportunity policy. If you find it necessary to resign, you are requested to give two weeks advance notice in writing to your supervisor specifying the last day you will be at work. This date will be considered the effective date of your resignation. An exit interview will be scheduled during that period. Employees who do not provide the requested notice will be considered ineligible for rehire.

Employment with the District is not for a specified term and is at the mutual consent of the employee and the District. The employee has the right to terminate employment at any time without notice and without cause. The District maintains the same right. Employment with the District is at will and, accordingly, may be terminated by the employee or the District at any time without prior notice.

Resignation

A resignation is a voluntary permanent separation initiated by the employee for such reasons as: other employment, returning to school, relocation, health, dissatisfaction with pay or working conditions, etc. An employee who resigns is eligible to receive consideration for rehire. If, after being granted a leave of absence, the employee either fails to return to work or is denied an extension of the leave, the employee will submit a resignation. The termination date will be the last day of pay prior to the leave.

1. With Notice - Notification of intent to resign is given in advance of the last day of work. The District recommends two (2) weeks notice. A written notice is preferable.
2. Without Notice - No notification of intent to resign is given. An employee absent without notification to, or prior approval by, the General Manager for two (2) consecutive days on which the employee was scheduled to work is considered a voluntary resignation without notice unless extenuating circumstances warrant a waiver of this provision. Such absences without notification may result in termination by the District on day three (3). Employees who do not provide notice will be considered ineligible for rehire.

Release

A release is a permanent separation initiated by the District at the end of an employment contract or due to the employee being medically or technically unqualified, unable to perform the present work satisfactorily, unable to adapt to work conditions and unsuitable for other available work. Should the issues requiring release be resolved, a released employee may be eligible for rehire.

Discharge

A discharge is a permanent separation initiated by the District. The discharged employee shall not be eligible for rehire.

Reduction in Work Force

A reduction in work force (layoff) is an involuntary termination of employees due to the end of a contract, reduction in work levels, and/or economic necessity. It is the intent of the District to recall and rehire laid-off employees when and if a position is available for which the employee is qualified. (Layoffs for temporary periods are not considered terminations.)

Expiration of Temporary Employment

This classification refers to the termination of temporary employees who have completed the temporary job for which employed. Such employee will be eligible to receive consideration for rehire.

Administrative

Administrative termination covers terminations caused by retirement, death, or disability.

TERMINATION BENEFITS

Termination Pay

Payment will be made for wages earned through the last day worked less required legal deductions. The cost of District property not returned shall be invoiced separately. All reimbursable expenses associated with employment matters (such as travel, personal auto, business conferences, etc.) are to be cleared prior to separation.

If an employee not having a written contract for a definite period quits his/her employment, his/her wages shall become due and payable not later than seventy-two (72) hours thereafter, unless the employee has given seventy-two (72) hours' previous notice of his intention to quit, in which case the employee is entitled to his wages per the Fair Labor Standards Act requirements.

Discharged/released employees shall be paid immediately for wages earned and unpaid at the time of termination. The employee will be paid for vacation earned but not taken.

The employee will not be paid for sick leave earned but not taken. However, an employee whose effective date of PERS retirement is within four months of separation from District employment may be able to obtain credit for the unused sick leave as allowed by the appropriate section of the California Public Employees' Retirement Law.

Upon the death of an employee, any wages earned shall be paid to the rightful beneficiary. As soon as all pertinent information is obtained, the deceased employee's family shall be

informed by the General Manager, both verbally and in writing, of the compensation, benefits, and conversion rights due to the family. Any money due to the rightful beneficiary shall be forwarded as soon as practical.

Health and Welfare Benefits

Medical, Dental, and Vision benefits end on the last day of the month of employment. Life and Disability benefits end on the last day worked.

A COBRA (Consolidated Omnibus Budget Reconciliation Act of 1985) notification will be sent to the employee's home so that he/she may continue his/her group health insurance under the District's plan.

RETIREMENT

Under the District's retirement plans, normal retirement age may be age 55 for Classic employees or age 62 for PEPRA employees. Actual retirement will conform to the requirements of the District's retirement plan in effect at the time of retirement. Individuals may continue to work past their normal retirement date. Mandatory retirement age, if any, will conform to State and Federal laws, and the District's retirement plan in effect at the time of retirement.

REFERENCE REQUESTS

Employees should not provide any information regarding current or former employees or volunteers to any outside agency, organization, institution, or person who is not employed by the District. Any employee who receives a request for any information concerning a past or present employee or volunteer of the District should refer the person making the request to that person's supervisor or the General Manager without engaging in any on or "off the record" conversation about the individual. The supervisor will verify only a former employee's dates of employment, position or positions held, and final rate of pay.

JOB DESCRIPTIONS

POSITION: GENERAL MANAGER

SUMMARY

Under administrative direction of the Board of Directors, to administer the programs of the District; to carry into effect the expressed policies of the Board of Directors, including planning the short, medium and long-term work program for the District; to translate the goals and objective of the Board into action plans and programs and shall communicate them to the community; to attend all meetings of the District's Board and such other meetings as the Board specifies from time to time; to facilitate constructive and harmonious Board relations; to manage and control the financial, administration and operation of the District, to employ such assistants and other employees deemed necessary for the proper administration and operation of the District; to maintain general charge, responsibility and control over all property of the District; to direct the long range financial planning of the District; to oversee preparation and management of the District budget, conduct studies, and make oral and written presentations, both internally and externally; to delegate authority to and has authority over and directs all employees, to provide a motivating and satisfying work climate for employees; to maintain cordial relations with all persons entitled to the services of the District, and attempt to resolve all public and employee complaints; to encourage citizen participation in the affairs of the District.

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.

DISTINGUISHING CHARACTERISTICS

The General Manager is the Executive Officer of the District and for the Board of Directors and provides day-to-day leadership of the District.

REPORTING RELATIONSHIPS

The General Manager is an employee of the Board of Directors and may be an at-will or contracted position. Administratively, receives guidance from the President of the Board of Directors. Supervises directly Operations and Maintenance Manager and Administrative Services Manager, and indirectly all District personnel.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Task: Direct and oversee activities of all District personnel; hire, train, discipline, and administer District personnel; provide training as needed for new and present personnel; oversee customer service practices.

Task: Approve payroll for all District personnel; authorize expenditures within budget limits and certify availability of funds; oversee preparation of annual recommended budget and rate recommendations; approve payment of accounts payable invoices;

approve work orders and purchase orders; plan and execute maintenance and repair program and capital replacement and improvement program; direct the investment of District=s funds in accordance with law statutes and District policies.

Task: Implement District performance review and salary programs; oversee the fiscal management of the District ensuring compliance with government regulations; establish and monitor internal controls; recommend changes in practices or procedures to reduce costs and/or improve efficiency and service; administer operational contracts with other organizations and construction, service, and supply contractors.

Task: Attend and participate in committee meetings, Board meetings, and other agency, community groups and associations; maintain contact with applicable civic groups and associations and District customers.

Task: Oversee District Risk Control Program; serve as the District Environmental Compliance Officer, Personnel Officer, Safety Officer, Procurement Officer and Assistant Board Secretary; enforce all safety regulations; serve as Project Manager for environmental compliance, planning, design, and construction activities, including contract administration; maintain contact with local builders, developers and planning agencies to be aware of future expansion requirements.

Task: Review efficiency of pumps and other operating equipment; review and approve system modifications or expansion of facilities; review water sales and production records; review status of all plant equipment to determine preventive maintenance requirements, long-term maintenance requirements, and necessary repairs; direct and oversee approved preventive maintenance programs, including meter testing and overhaul; direct and oversee construction and inspection of capital improvements/processes and approves progress payments.

PHYSICAL DEMAND

Sitting; standing; speaking; hearing; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; stooping; bending; squatting; close and distance vision; walking over uneven ground; driving vehicle

EXPERIENCE AND EDUCATION

Education and Knowledge

A baccalaureate degree in engineering, business administration, public administration, public policy, or a related field is required. An advanced degree is preferred but not required.

Should have a thorough working knowledge of the public utility field and California Special District administration and management.

Experience

Should have a minimum of five (5) years experience with increasing responsibility in experience in local, city, county, or state government including at least three (3) years supervisory or managerial experience. Prior experience working for an elected Board of Directors is highly desirable.

REQUIRED MINIMUM CERTIFICATION

1. Possession of Grade 1 Water Treatment Operator certification, as issued by the State Water Resources Control Board Drinking Water Operator Certification Program or ability to obtain within 36 months.
2. Possession of a Grade D1 Water Distribution Operator certification, State Water Resources Control Board Drinking Water Operator Certification Program or ability to obtain within 36 months.

RECOMMENDED SPECIAL REQUIREMENTS

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT:

As a condition of employment, may be required to:

1. Possession of a valid and appropriate Class C California Driver's License, and be insurable by the District's vehicle insurance carrier;
2. Be bondable by the District's fidelity bond insurer;
3. Be able to establish and maintain favorable interpersonal relations with co-workers and management, including District Directors and District customers.

PHYSICAL AND SENSORY REQUIREMENTS:

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating assigned equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the telephone.

POSITION: OPERATIONS AND MAINTENANCE MANAGER
DEPARTMENT: FIELD

SUMMARY

Under general supervision, the Operations and Maintenance Manager assigns, reviews and evaluates the work of all field personnel in the installation, maintenance and repair of water distribution and wastewater collection facilities and systems; consults with the General Manager on general priorities, plans and policies; recommends and submits projects to the General Manager for inclusion in the annual budget; insures that operations, plans and personnel are sufficient to meet day-to-day as well as emergency situations; reads and interprets plans and specifications; performs inspection of private construction of water distribution and wastewater collection facilities and systems; assures that vehicles, equipment and facilities are maintained in proper working order; evaluates daily work load and determines priorities, subject to approval of the General Manager; coordinates work with other agencies; meets customers and resolves complaints and problems; evaluates performance of subordinates; conducts training programs, including safety training to Cal-OSHA standards for confined spaces and open trench/traffic marking operations; and, requisitions parts and supplies.

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.

DISTINGUISHING CHARACTERISTICS

This is the skilled/technical class in the field series. This class is distinguished by the responsibility to oversee all water treatment and distribution, and wastewater collection activities, as well as being responsible for directing the completion of the more complex maintenance tasks found in the District.

REPORTING RELATIONSHIPS

The Operations and Maintenance Manager is an at-will employee and, accordingly, employment may be terminated by the employee or the District at any time without prior notice. This position reports to the General Manager and supervises directly all District field staff.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Task: Ensure public health and sanitation by compliance with State and Federal laws, regulatory agencies, and industry standard testing and quality assurance procedures; research, develop, implement and supervise programs designed to accomplish efficient operations and maintenance functions within the District; serve as responsible safety official and permit-issuing authority for confined space permit entries; make recommendations on the possible types of equipment and facilities necessary for use in the operation, maintenance and construction functions; perform complex field tests, and provide instruction in water quality and

wastewater quality operations, including use of equipment, to subordinates; develop, execute and supervise a preventive maintenance program, system operations program, and repair efforts for water and wastewater systems; administer the District's Cross Connection Prevention Program.

Task: Periodically inspect work projects in progress and upon completion; supervise records maintenance and reporting of work performed, supplies used, and quantities of water and wastewater produced/disposed; coordinate District activities with other agencies, contractors, builders, etc; review plans for public and private construction projects, as well as internal projects.

Task: Supervise, train, and evaluate assigned staff; respond to customer requests/complaints not readily resolved by subordinates; recommend personnel appointments, promotions, commendations, and disciplinary actions.

Task: Prepare budget estimates for labor, equipment and material for system operations, maintenance and repair or improvements; prepare analyses and written reports as necessary.

PHYSICAL DEMAND

Sitting; standing; speaking; hearing; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; stooping; bending; squatting; close and distance vision; walking over uneven ground; driving vehicle

QUALIFICATIONS

Knowledge of:

- Federal and State codes as they apply to water treatment and distribution, and wastewater collection.
- Handling of confidential District information.
- Modern industry standard methods, materials, equipment, and work practices utilized in water and wastewater systems management, construction, operations, maintenance, repair activities and the related administrative requirements attendant thereto.
- Personnel supervision, training and evaluation techniques.
- Principles and practices of District administration.
- Proper office and telephone etiquette.
- Safe work practices and requirements, including chemical handling confined space work, and construction of underground facilities to conform to requirements of OSHA and Cal-OSHA.

- Safeguarding confidential District information.
- Sources, storage, care and proper handling and installation techniques of materials and supplies used in the course of water treatment, water and wastewater distribution systems.

Ability to:

- Assign and supervise the work of subordinate personnel engaged in water/wastewater operations.
- Communicate clearly and concisely, both orally and in writing.
- Determine work assignments and priorities and coordinate the proper use of resources.
- Effectively lead, train, supervise and evaluate subordinates.
- Establish, develop, and maintain effective working relationships with those contacted during the course of work.
- Estimate time, materials and equipment necessary to complete assignments/projects.
- Maintain composure, tact, and helpful attitude with co-workers, managers (including District Directors), and District customers.
- Maintain punctual and regular attendance.
- Operate a vehicle observing legal and defensive driving practices.
- Prepare clear and concise documents.
- Process data through utilization of District computers.
- Properly interpret plans and specifications and District policies.
- Properly format and transcribe various communications.
- Read, understand, and apply complex materials (i.e., water treatment guidelines, etc.) to analyze and use as a guide to function fully in the position.
- Skillfully perform, without direct supervision, a variety of skilled and technically complex tasks as they relate to water treatment and distribution, and wastewater collection
- Understand and carry out oral and written instructions.
- Use independent judgment/discretion in the resolution of problems encountered in

the water distribution and wastewater collection facilities and systems.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the knowledge and abilities would be qualifying. A typical way to obtain the necessary knowledge and abilities would be:

- Five years of increasingly responsible experience in operation, maintenance, and repair work in water/wastewater utilities, including three years of supervisory experience; or
- Completion of an associate in arts degree majoring in water utility science, or related course work in water/wastewater or utility maintenance and three years of water utility experience, including one year supervisory; or
- Two years of supervisory experience in water treatment and distribution systems.

REQUIRED MINIMUM CERTIFICATION

1. Possession of Grade 3 Water Treatment Operator certification, as issued by the State Water Resources Control Board Drinking Water Operator Certification Program.
2. Possession of a Grade D3 Water Distribution Operator certification, as issued by the State Water Resources Control Board Drinking Water Operator Certification Program.
3. Possession of a Grade 3 Wastewater Collection Systems certificate, as issued by the California Water Environment Association.

RECOMMENDED SPECIAL REQUIREMENTS

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT:

As a condition of employment, may be required to:

1. Possess a valid and appropriate Class C California Driver's License, and be insurable by the District's vehicle insurance carrier.
2. Be available to respond to after-hours emergencies within 30 minutes and be subject to "call-back" daily except by prior arrangement.

3. Be available to perform repetitive scheduled standby duties on weekends, holidays, and after hours, as assigned.
4. Be trained and proficient in the knowledge of and use of safety equipment and procedures (including self-contained breathing apparatus), for entry into and work within confined spaces, handling of chemicals, and underground construction.
5. Work under adverse conditions, such as exposure to toxic chemicals and gases, confined spaces, exposure to natural weather, or work in high places or wet and muddy conditions.
6. Be able to establish and maintain favorable interpersonal relations with co-workers, management (including District Directors) and District customers.
7. Be able to pass a pulmonary function test administered by designated medical facility.

PHYSICAL AND SENSORY REQUIREMENTS

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating special testing and analyzing equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the phone and to make independent decisions to protect the customers' health and sanitation and protect District and others property in emergency situations.

Employees in this classification may be required to utilize respirators in the course of their duties, or under emergency circumstances, and therefore must be in compliance with General Industry Safety Order 5144. Employees in this classification shall not wear beards, mustaches, sideburns, facial hair, or conditions in such a manner that may prevent, or interfere with, establishing and maintaining a proper seal of the respirator face mask. This requirement is implemented in order to insure the safety and health of the employee.

POSITION: SERVICE PERSON III
DEPARTMENT: FIELD

SUMMARY

Under general supervision, to perform a variety of skilled and semi-skilled maintenance and construction work involving water distribution and wastewater collection facilities and systems, to operate water treatment plant facilities, to assume lead worker responsibilities, to operate heavy power driven equipment utilized in the maintenance and construction work involving water and wastewater utilities, to perform water quality tasks, and to do related work as assigned.

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.

DISTINGUISHING CHARACTERISTICS

This is the skilled class in the Field Department and is distinguished from the other Field positions with the responsibility to perform skilled construction and maintenance, for frequently operating heavy power driven construction equipment, and to finish construction and maintenance work in exact compliance with blue prints and specifications, and to be responsible for all facets of water quality control.

REPORTING RELATIONSHIPS

The Service Person III is an at-will employee and, accordingly, employment may be terminated by the employee or the District at any time without prior notice. This position reports to the Operations and Maintenance Manager and has no supervisory duties.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Task: Operate light power driven equipment such as pickup trucks, air compressors, jackhammers, portable generators, and miscellaneous power tools; clean and account for basic tools used on the job; perform other general landscaping and maintain area in District owned rights-of-way; report promptly to the O & M Manager any malfunction of equipment, deterioration of structures, any abnormal operating equipment, or safety issues; drive vehicles as required and assist in their routine maintenance.

Task: Assist in the installation, replacement, repairing and maintenance of water and wastewater facilities; assist in the cleaning of reservoirs and sewer lift stations; read customer meters; maintain record of work performed.

Task: Dig trenches to exact finish grade and back fill such excavations; without supervision, install, maintain and repair water and wastewater main lines and laterals; investigate sewer blockages; perform routine preventive maintenance on

reservoirs; make efficient use of and properly maintain basic tools, power tools, and specialized tools used on the job.

Task: Collect water samples and perform general physical analysis on samples; administer sampling of domestic water system for detection of harmful bacterial content; maintain records of water production and quality; satisfactorily explain water constituents and their effects to consumers.

Task: Operate water treatment plant; assume the primary responsibility for the correct functioning and maintenance of the iron/manganese filter plant, with a minimum amount of supervision and assistance; perform skilled construction, maintenance, and repair work on water/wastewater facilities using skilled mechanical, carpentry, and general construction techniques and operator-level electrical skills.

Task: Maintain and service specialized equipment such as large electric water pumps, sewer lift pumps, standby generators, pneumatic control valves, etc.; perform efficiency tests on booster/well pumps; maintain record of work performed and supplies used; work from specifications, blueprints and standards.

Task: Participate in the training of less experienced personnel; set the example for safe work practices and use of safety equipment at all times; perform all tasks in conformance with CalOSHA, OSHA, or the District or its insurer's safety policies, whichever is more restrictive; perform other duties as required.

PHYSICAL DEMAND

Sitting; standing; walking; speaking; hearing; lifting, pushing, pulling and carrying (regularly up to 25 lbs., frequently up to 50 lbs., and infrequently up to 100 lbs.); kneeling; stooping; bending; squatting; close and distance vision; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; driving vehicle.

QUALIFICATIONS

Knowledge of:

- Basic and specific tools, equipment, and practices utilized in general operation, maintenance and repair of water and wastewater treatment, distribution, and collection facilities of the District.
- Water treatment quality control parameters, testing, and reporting.
- Basic water hydraulics and intermediate math and record keeping.
- Federal and State codes as they apply to water treatment and distribution, and wastewater collection.
- Preventive and routine maintenance requirements of light and heavy equipment

assigned.

- Principles and practices of cross-connection control/backflow prevention.
- Proper sampling techniques and standard analysis methods.
- Safe work practices, including lockout/tagout and adherence to MSDS procedures.
- Sources, storage, care and proper handling and installation techniques of materials and supplies used in the course of water treatment, water and wastewater distribution/collection system operation, maintenance, and repair.

Ability to:

- Be available to work overtime on a periodic basis and repetitive scheduled standby duties on weekends, holidays, and after hours, as assigned.
- Communicate clearly and concisely, both orally and in writing.
- Control and adjust water and wastewater systems such as valves, pumps, etc.
- Establish and maintain cooperative relationships with those contacted in the course of work.
- Maintain accurate records.
- Maintain composure, tact, and helpful attitude with co-workers, managers including District Directors and District customers.
- Maintain punctual and regular attendance.
- Operate a vehicle observing legal and defensive driving practices.
- Operate and maintain lab equipment and chemicals and perform operator level testing of water quality parameters
- Perform heavy manual labor.
- Properly and safely use a wide variety of light and heavy tools, and water analysis apparatuses.
- Read, understand, and apply complex materials (i.e., water treatment guidelines, MSDS sheets, etc.) to analyze and use as a guide to function fully in the position.
- Safely climb 55' water tanks.
- Skillfully perform, with minimum direct supervision, a variety of skilled construction, maintenance and water quality control tasks.
- Understand and carry out oral and written directions.

- Use light power tools required in general maintenance and construction work.
- Use independent judgment/discretion in the resolution of problems encountered in the water distribution and wastewater collection facilities and systems.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities, would be qualifying. A typical way to obtain the knowledge and abilities would be:

Five years of experience in construction or maintenance work (emphasis on water or wastewater), or

Two years of satisfactory employment with Vandenberg Village Community Services District as a Service Person I.

REQUIRED MINIMUM CERTIFICATION

1. Possession of Grade 2 Water Treatment Operator certification, as issued by the State Water Resources Control Board Drinking Water Operator Certification Program.
2. Possession of a Grade D3 Water Distribution Operator certification, as issued by the State Water Resources Control Board Drinking Water Operator Certification Program.
3. Possession of a Grade 3 Wastewater Collection System Maintenance certificate, as issued by the California Water Environment Association.

RECOMMENDED SPECIAL REQUIREMENTS

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT:

As a condition of employment, may be required to:

1. Possess a valid and appropriate Class C California Driver's License, and be insurable by the District's vehicle insurance carrier.
2. Be available to respond to after-hours emergencies within 30 minutes and be subject to "call-back" daily except by prior arrangement.
3. Be available to perform repetitive scheduled standby duties on weekends, holidays, and after hours, as assigned.

4. Work under adverse conditions, such as exposure to toxic chemicals and gases, confined spaces, exposure to natural weather, or work in high places or wet and muddy conditions.
5. Be able to establish and maintain favorable interpersonal relations with co-workers, management (including District Directors) and District customers.
6. Be able to pass a pulmonary function test administered by designated medical facility.

PHYSICAL AND SENSORY REQUIREMENTS

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating special testing and analyzing equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the phone and to make independent decisions to protect the customers' health and sanitation and protect District and others property in emergency situations.

Employees in this classification may be required to utilize respirators in the course of their duties, or under emergency circumstances, and therefore must be in compliance with General Industry Safety Order 5144. Employees in this classification shall not wear beards, mustaches, sideburns, facial hair, or conditions in such a manner that may prevent, or interfere with, establishing and maintaining a proper seal of the respirator face mask. This requirement is implemented in order to insure the safety and health of the employee.

POSITION: SERVICE PERSON II
DEPARTMENT: FIELD

SUMMARY

Under general supervision, to perform a variety of skilled and semi-skilled maintenance and construction work involving water distribution and wastewater collection facilities and systems, to operate water treatment plant facilities, to assume lead worker responsibilities, to operate heavy power driven equipment utilized in the maintenance and construction work involving water and wastewater utilities, to perform water quality tasks, and to do related work as assigned.

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.

DISTINGUISHING CHARACTERISTICS

This is the semi-skilled to skilled class in the Field Department and is distinguished from the other Field positions with the responsibility to perform skilled construction and maintenance, for frequently operating heavy power driven construction equipment, and to finish construction and maintenance work in exact compliance with blue prints and specifications, and to be responsible for all facets of water quality control. The basic distinction between this class and the entry level class is that the Service Person II will be expected to perform required duties with little or no direct supervision and be able to use sound judgment in the case of emergencies to provide the water and wastewater systems with no significant interruptions.

REPORTING RELATIONSHIPS

The Service Person II is an at-will employee and, accordingly, employment may be terminated by the employee or the District at any time without prior notice. This position reports to the Operations and Maintenance Manager and has no supervisory duties.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Task: Operate light power driven equipment such as pickup trucks, air compressors, jackhammers, portable generators, and miscellaneous power tools; clean and account for basic tools used on the job; perform other general landscaping and maintain area in District owned rights-of-way; report promptly to the O & M Manager any malfunction of equipment, deterioration of structures, any abnormal operating equipment, or safety issues; drive vehicles as required and assist in their routine maintenance.

Task: Assist in the installation, replacement, repairing and maintenance of water and wastewater facilities; assist in the cleaning of reservoirs and sewer lift stations; read customer meters; maintain record of work performed.

- Task: Dig trenches to exact finish grade and back fill such excavations; without supervision, install, maintain and repair water and wastewater main lines and laterals; investigate sewer blockages; perform routine preventive maintenance on reservoirs; make efficient use of and properly maintain basic tools, power tools, and specialized tools used on the job.
- Task: Collect water samples and perform general physical analysis on samples; administer sampling of domestic water system for detection of harmful bacterial content; maintain records of water production and quality; satisfactorily explain water constituents and their effects to consumers.
- Task: Operate water treatment plant; assume the primary responsibility for the correct functioning and maintenance of the iron/manganese filter plant, with a minimum amount of supervision and assistance; perform skilled construction, maintenance, and repair work on water/wastewater facilities using skilled mechanical, carpentry, and general construction techniques and operator-level electrical skills.
- Task: Maintain and service specialized equipment such as large electric water pumps, sewer lift pumps, standby generators, pneumatic control valves, etc.; perform efficiency tests on booster/well pumps; maintain record of work performed and supplies used; work from specifications, blueprints and standards.
- Task: Participate in the training of less experienced personnel; set the example for safe work practices and use of safety equipment at all times; perform all tasks in conformance with CalOSHA, OSHA, or the District or its insurer's safety policies, whichever is more restrictive; perform other duties as required.

PHYSICAL DEMAND

Sitting; standing; walking; speaking; hearing; lifting, pushing, pulling and carrying (regularly up to 25 lbs., frequently up to 50 lbs., and infrequently up to 100 lbs.); kneeling; stooping; bending; squatting; close and distance vision; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; driving vehicle.

QUALIFICATIONS

Knowledge of:

- Basic and specific tools, equipment, and practices utilized in general operation, maintenance and repair of water and wastewater treatment, distribution, and collection facilities of the District.
- Water treatment quality control parameters, testing, and reporting.
- Basic water hydraulics and intermediate math and record keeping.
- Federal and State codes as they apply to water treatment and distribution, and

wastewater collection.

- Preventive and routine maintenance requirements of light and heavy equipment assigned.
- Principles and practices of cross-connection control/backflow prevention.
- Proper sampling techniques and standard analysis methods.
- Safe work practices, including lockout/tagout and adherence to MSDS procedures.
- Sources, storage, care and proper handling and installation techniques of materials and supplies used in the course of water treatment, water and wastewater distribution/collection system operation, maintenance, and repair.

Ability to:

- Be available to work overtime on a periodic basis and repetitive scheduled standby duties on weekends, holidays, and after hours, as assigned.
- Communicate clearly and concisely, both orally and in writing.
- Control and adjust water and wastewater systems such as valves, pumps, etc.
- Establish and maintain cooperative relationships with those contacted in the course of work.
- Maintain accurate records.
- Maintain composure, tact, and helpful attitude with co-workers, managers including District Directors and District customers.
- Maintain punctual and regular attendance.
- Operate a vehicle observing legal and defensive driving practices.
- Operate and maintain lab equipment and chemicals and perform operator level testing of water quality parameters
- Perform heavy manual labor.
- Properly and safely use a wide variety of light and heavy tools, and water analysis apparatuses.
- Read, understand, and apply complex materials (i.e., water treatment guidelines, MSDS sheets, etc.) to analyze and use as a guide to function fully in the position.
- Safely climb 55' water tanks.
- Skillfully perform, with minimum direct supervision, a variety of skilled

construction, maintenance and water quality control tasks.

- Understand and carry out oral and written directions.
- Use light power tools required in general maintenance and construction work.
- Use independent judgment/discretion in the resolution of problems encountered in the water distribution and wastewater collection facilities and systems.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities, would be qualifying. A typical way to obtain the knowledge and abilities would be:

Five years of experience in construction or maintenance work (emphasis on water or wastewater), or

Two years of satisfactory employment with Vandenberg Village Community Services District as a Service Person I.

REQUIRED MINIMUM CERTIFICATION

1. Possession of Grade 2 Water Treatment Operator certification, as issued by the State Water Resources Control Board Drinking Water Operator Certification Program.
2. Possession of a Grade D2 Water Distribution Operator certification, as issued by the State Water Resources Control Board Drinking Water Operator Certification Program.
3. Possession of a Grade 2 Wastewater Collection Systems certificate, as issued by the California Water Environment Association.

RECOMMENDED SPECIAL REQUIREMENTS

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT:

As a condition of employment, may be required to:

1. Possess a valid and appropriate Class C California Driver's License, and be insurable by the District's vehicle insurance carrier.
2. Be available to respond to after-hours emergencies within 30 minutes and be subject to "call-back" daily except by prior arrangement.

3. Be available to perform repetitive scheduled standby duties on weekends, holidays, and after hours, as assigned.
4. Work under adverse conditions, such as exposure to toxic chemicals and gases, confined spaces, exposure to natural weather, or work in high places or wet and muddy conditions.
5. Be able to establish and maintain favorable interpersonal relations with co-workers, management (including District Directors) and District customers.
6. Be able to pass a pulmonary function test administered by designated medical facility.

PHYSICAL AND SENSORY REQUIREMENTS

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating special testing and analyzing equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the phone and to make independent decisions to protect the customers' health and sanitation and protect District and others property in emergency situations.

Employees in this classification may be required to utilize respirators in the course of their duties, or under emergency circumstances, and therefore must be in compliance with General Industry Safety Order 5144. Employees in this classification shall not wear beards, mustaches, sideburns, facial hair, or conditions in such a manner that may prevent, or interfere with, establishing and maintaining a proper seal of the respirator face mask. This requirement is implemented in order to insure the safety and health of the employee.

POSITION: SERVICE PERSON I
DEPARTMENT: FIELD

SUMMARY

Under general supervision, to perform a variety of unskilled and semi-skilled maintenance and repair work involving water distribution and wastewater collection facilities and systems, to maintain landscaping and rights of ways/properties and perform general labor as needed, and under supervision of experienced operators, to operate, maintain, and repair water treatment plant facilities, and to do related work as assigned.

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.

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Field Department. Positions in this classification perform a variety of unskilled to semi-skilled tasks and general labor. Although heavy equipment may be operated by a Service Person I, it will be on a training basis only, in areas requiring a very low skill level and in situations under direct supervision.

REPORTING RELATIONSHIPS

The Service Person I is an at-will employee and, accordingly, employment may be terminated by the employee or the District at any time without prior notice. This position reports to the Operations and Maintenance Manager and has no supervisory duties.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Task: Operate light power driven equipment such as pickup trucks, lawn mowers, jackhammers and miscellaneous power tools; clean and account for basic tools used on the job; perform other general landscaping and maintain area in District owned rights-of-way; report promptly to the O & M Manager any malfunction of equipment, deterioration of structures, any abnormal operating equipment, or safety issues; drive vehicles as required and assist in their routine maintenance.

Task: Assist in the installation, replacement, repairing and maintenance of water and wastewater facilities; assist in the cleaning of reservoirs and sewer lift stations; read customer meters; maintain record of work performed; related duties as assigned.

Task: Operate water treatment plant; perform water quality tests in a training mode under direct supervision until licensed by the State of California.

PHYSICAL DEMAND

Sitting; standing; walking; speaking; hearing; lifting, pushing, pulling and carrying (regularly up to 25 lbs., frequently up to 50 lbs., and infrequently up to 100 lbs.); kneeling;

stooping; bending; squatting; close and distance vision; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; driving vehicle.

QUALIFICATIONS

Knowledge of:

- Basic water hydraulics, math, and record keeping.
- Basic tools, equipment, and practices utilized in general maintenance and construction work.
- Safe work practices.

Ability to:

- Be available to work overtime on a periodic basis and repetitive scheduled standby duties on weekends, holidays, and after hours, as assigned.
- Communicate clearly and concisely, both orally and in writing.
- Control and adjust water and wastewater systems such as valves, pumps, etc.
- During the incumbency, make steady progress towards Grade 1 and Grade 2 water treatment and distribution certification issued by the State of California.
- Establish and maintain cooperative relationships with those contacted in the course of work.
- Maintain accurate records.
- Maintain composure, tact, and helpful attitude with co-workers, managers (including District Directors) and District customers.
- Maintain punctual and regular attendance.
- Operate a vehicle observing legal and defensive driving practices.
- Operate and maintain lab equipment and chemicals and perform operator level testing of water quality parameters.
- Perform heavy manual labor.
- Understand and carry out oral and written directions.
- Use light power tools required in general maintenance and construction work.
- Use specialized equipment for testing and maintaining facilities of the District.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities, would be qualifying. A typical way to obtain the knowledge and abilities would be:

High school graduation with one year of experience in construction or maintenance work, with experience in underground water/wastewater systems preferable, or

High school graduation with one year of entry-level experience in a water utility with treatment and distribution systems.

REQUIRED MINIMUM CERTIFICATION

1. Possession of Grade 1 Water Treatment Operator certification, as issued by the State Water Resources Control Board Drinking Water Operator Certification Program or ability to obtain within 12 months.
2. Possession of a Grade D1 Water Distribution Operator certification, as issued by the State Water Resources Control Board Drinking Water Operator Certification Program or ability to obtain within 12 months.
3. Possession of a Grade 1 Wastewater Collection Systems certificate, as issued by the California Water Environment Association or ability to obtain within 12 month.

RECOMMENDED SPECIAL REQUIREMENTS

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT:

As a condition of employment, may be required to:

1. Possess a valid and appropriate Class C California Driver's License and be insurable by the District's vehicle insurance carrier.
2. Be available to respond to after-hours emergencies within 30 minutes and be subject to "call-back" daily except by prior arrangement.
3. Be available to perform repetitive scheduled standby duties on weekends, holidays, and after hours, as assigned.
4. Be required to work under adverse conditions, such as exposure to toxic chemicals and gases, confined spaces, exposure to natural weather, or work in high places or wet and muddy conditions.

5. Be able to establish and maintain favorable interpersonal relations with co-workers, management (including District Directors) and District customers.
6. Be able to pass a pulmonary function test administered by designated medical facility.
7. Be able to consistently follow safety guidelines for equipment use and working procedures.

PHYSICAL AND SENSORY REQUIREMENTS

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating special testing and analyzing equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the phone and to make independent decisions to protect the customers' health and sanitation and protect District and others property in emergency situations.

Employees in this classification may be required to utilize respirators in the course of their duties, or under emergency circumstances, and therefore must be in compliance with General Industry Safety Order 5144. Employees in this classification shall not wear beards, mustaches, sideburns, facial hair, or conditions in such a manner that may prevent, or interfere with, establishing and maintaining a proper seal of the respirator face mask. This requirement is implemented in order to insure the safety and health of the employee.

POSITION: ADMINISTRATIVE SERVICES MANAGER

DEPARTMENT: OFFICE

SUMMARY

Under general supervision, to plan, organize, direct, and supervise the daily activities of the District office staff; to perform a variety of skilled and technically complex accounting, administrative, and clerical functions; to plan, organize, direct, and supervise the data processing functions and services of the District; to administer the personnel operations and functions of the District; to administer the District's purchasing functions; to plan, organize, and execute the District's records retention program; to administer the District's risk control program; to assume the responsibility for the safe, efficient, and smooth operation of the District office in its customer service role; and to do other work as assigned.

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.

DISTINGUISHING CHARACTERISTICS

This is the skilled/technical class in the administrative series. This class is distinguished by the responsibility to oversee all customer service activity, as well as being responsible for the District computer technology systems.

REPORTING RELATIONSHIPS

The Administrative Services Manager is an at-will employee and, accordingly, employment may be terminated by the employee or the District at any time without prior notice. This position reports to the General Manager and supervises directly all office staff.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Task: Oversee training of and plan, organize, and supervise the daily activities of District customer service staff; provide general management and administration of District front office; oversee application of District policies and procedures regarding establishment and maintenance of services and rates; regularly update the General Manager regarding customer service operations, problems, policies, and administrative information; provide support to the General Manager in making presentations regarding customer issues to the Board of Directors; annually review the office operating budget and develop future budget recommendations.

Task: Serve as District Human Resources Administrator and Benefits/Insurance Administrator; develop and maintain District personnel policies and procedures; develop, coordinate, and administer employee health and welfare benefit programs; organize and carry out recruitment procedures for District vacancies; coordinate employee training and development programs; regularly update the General Manager regarding personnel operations, problems, policies, and administrative

information; provide support to the General Manager in making presentations regarding personnel issues to the Board of Directors; annually review the personnel budget and develops future budget recommendations; maintain confidential employee personnel records.

Task: Check a variety of information for the preparation of District accounts payable checks insuring strict accountability; check work daily of subordinates for bank deposits; check a variety of information for the preparation of biweekly District payroll; approve IRS and EDD tax deposits including quarterly and annual reports; oversee annual budget preparation, monthly account analysis, management of cash accounts, general ledger journal vouchers, month-end reports, trial balance reconciliation, and monthly bank statement reconciliations.

Task: Serve as District Computer System Administrator; plan, organize, direct, and control District data processing functions and activities; provide training to District personnel for computer hardware, software, and peripherals; serve as the District's LAN Administrator; annually review the data processing budget and develops future budget recommendations; insures the proper repair and maintenance of District data processing equipment including troubleshooting computer problems at network and workstation level and regular maintenance on computer hardware, software and peripherals; provide support to the General Manager in making presentations about District data processing functions and services; installs and upgrades computer system hardware, software and peripherals; maintains District's web site.

Task: Serve as District Purchasing Coordinator; control purchasing through purchase order system; assist other employees and General Manager by buying equipment, supplies, and services; maintain automated parts inventory and reorder system; locate sources of supply and obtaining price quotations; develop purchasing specifications, bid packages, and proposal requests; resolve problems and discrepancies with vendors; negotiate service and supply contracts, as assigned.

Task: Serve as District Records Retention Coordinator; administer District records retention policies; annually review the records retention budget and develops future budget recommendations; insure compliance with records retention policies by other staff and departments.

Task: Serve as District Risk Control Liaison; maintains District insurance files, Risk Control manual, and Disaster Preparedness/Emergency Response Plan; regularly update the General Manager regarding safety operations, problems, policies, and administrative information; annually review the safety budget and develops future budget recommendations; coordinate employee safety training; meet with management staff regarding safety issues.

PHYSICAL DEMAND

Sitting; standing; speaking; hearing; close vision; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; lifting, pushing, pulling and carrying (up to 25 lbs).

QUALIFICATIONS

Knowledge

- Accounts payable handling and procedures.
- Advanced knowledge of personal computer operations, software applications, and networking technologies and protocols.
- Basic supervisory skills and techniques.
- Correct English usage, spelling, grammar and punctuation.
- Correspondence formats.
- Current office methods and practices.
- Federal and State labor codes as they apply to special districts.
- Fundamental field procedures.
- General office procedures including the use of basic office equipment such as ten-key calculator, electric typewriter, postage meter, and copy machine
- Handling of confidential District information.
- Intermediate accounting methods and procedures.
- Payroll reporting.
- Payroll handling and procedures.
- Principles and practices of District administration.
- Proper office and telephone etiquette.
- Purchasing procedures.
- Records retention policies and procedures; records maintenance and filing methods.
- Safe work practices.
- Safeguarding confidential District information.

- Willingness to learn, or basic knowledge of, HTML.
- Working knowledge of Novell NetWare networking applications; Microsoft Windows operating systems; Corel applications; Lotus applications; and various office software packages; Internet browser programs.

Ability to:

- Communicate clearly both orally and in writing.
- Determine work assignments and priorities and coordinate the proper use of resources to accomplish.
- Establish, develop and maintain effective working relationships with those contacted during the course of work.
- Maintain composure, tact, and helpful attitude with co-workers, managers (including District Directors) and District customers.
- Maintain punctual and regular attendance.
- Operate a vehicle observing legal and defensive driving practices.
- Perform without direct supervision, a variety of skilled and technically complex accounting, administrative and clerical tasks.
- Process data through utilization of District computers.
- Properly format and transcribe various communications.
- Provide inspiration and motivation to subordinate employees
- Read, understand, and apply complex materials (i.e., Board policies in Ordinances and Resolutions, computer operations manuals, etc.) to analyze and report, and use as a guide to function fully in the position.
- Type a minimum of 55 W.P.M. using word processing programs; use spreadsheets and database systems; function as office network systems administrator.
- Understand and carry out oral and written instructions.
- Use independent judgment/discretion in the resolution of problems encountered in the administration of assigned functions.
- Use 10-key by touch.

EXPERIENCE AND EDUCATION

Any combination equivalent to education and experience that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to completion of a baccalaureate degree in accounting, business administration, or related field, with two years of employment in office administration, and one year of computer network system administration and 12 units of post-secondary computer related classes including networking, and completion of basic supervisory training, or

Five years of satisfactory employment by the District in accounts payable, payroll, accounting, or customer service in addition to related course work in accounting, business or office administration and two years of satisfactory employment as a Computer Network System Administrator or equivalent position, and completion of basic supervisory training.

RECOMMENDED SPECIAL REQUIREMENT

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT:

As a condition of employment, may be required to:

1. Possession of a valid and appropriate Class C California Driver's License, and be insurable by the District's vehicle insurance carrier;
2. Be bondable by the District's fidelity bond insurer;
3. Be able to establish and maintain favorable interpersonal relations with co-workers, superiors including District Directors and District customers.

PHYSICAL AND SENSORY REQUIREMENTS

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating assigned equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the phone.

POSITION: FINANCE ADMINISTRATOR

DEPARTMENT: OFFICE

SUMMARY

Under general supervision, to plan, organize, direct and manage the financial, accounting, investment and related administrative functions; to support District management with long range financial planning, the protection of District assets and the maintenance of budget controls; to assist the District management with the investment of District funds; to perform a variety of skilled and most complex accounting and administrative functions; to assume the responsibility for the efficient and smooth operation of the District=s finances and functions, and to do other work as assigned.

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.

DISTINGUISHING CHARACTERISTICS

This is the skilled/technical class in the administrative series. This class is distinguished by the responsibility to oversee all financial and accounting activities, as well as being responsible for the completion of the more complex financial tasks found in the District office.

REPORTING RELATIONSHIPS

The Finance Administrator is an at-will employee and, accordingly, employment may be terminated by the employee or the District at any time without prior notice. This position reports to the Administrative Services Manager and has no supervisory duties.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Task: Act in the capacity of Comptroller for the District; monitor the proper functioning of internal control policies and procedures; update, advise, and provide consultation on financial programs, resources, policies, investment, and administrative activities; ensure compliance of financial programs, procedures, and policies with government regulations; ensure compliance of investment activities with law statutes and District Ordinances; assist District management with the administration of cash reserves and investments of the District; evaluate financial performance to ensure budgetary compliance; perform periodic audits of District services and financial activities to ensure accurate controls.

Task: Ensure timely and accurate posting to the general ledger and subsidiary ledgers in accordance with generally accepted accounting principles and procedures; set up accounts for general ledger posting; review accuracy of revenue and expenditure data; prepare complex journal entries; review and approve journal entries and other accounting transactions prepared by others; prepare closing and adjusting journals each fiscal year; analyze and reconcile a variety of monthly, quarterly and annual

financial reports and statements; direct the development, preparation, and presentation of financial reports and statements;

Task: Prepare accurately and timely the District's accounts payable checks ensuring strict accountability; project accounts payable cash balance requirements; prepare periodic reports on payments made and annually prepare and distribute 1099 forms; prepare biweekly District payroll and associated withholding and reporting documents; prepare periodic reports on wages paid and annually prepare and distribute W-2 forms.

Task: With some limitations set by District Ordinance, review and maintain bank accounts, cash reserves, and investment records of the District; responsible for the proper accounting of the District's capital assets, inventory of assets, and surplus property.

Task: Gather and distribute financial data and projections for the preparation of the District budget; with management direction, analyze and prepare the annual budget; assist District management with the establishment of rates, charges, and fees; coordinate with outside auditing firms for the audit of the District financial records; oversee the timely and accurate completion of auditing activities; review and interpret financial data of contracts, agreements, indentures and other matters having a financial impact; perform complex financial analysis and reports as needed or directed.

MARGINAL JOB DUTIES WHEN ASSISTANCE IS REQUIRED:

Task: Prepare journal entries; create and maintain bank and interest schedules; assist with customer service functions.

PHYSICAL DEMAND

Sitting; standing; speaking; hearing; close vision; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; lifting, pushing, pulling and carrying (up to 25 lbs.)

QUALIFICATIONS

Education and Experience

Any combination equivalent to education and experience that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to completion of a baccalaureate degree in accounting, business administration or related field, with two years of employment working with fund accounting, or

Five years of satisfactory employment by the District as an Accounts Payable/Payroll Clerk, Customer Service Clerk, or Accounting Assistant in addition to related course work in accounting and business or office administration.

Knowledge

- Accounting methods and procedures.
- Basic supervisory skills and techniques.
- Correct English usage, spelling, grammar and punctuation.
- Correspondence formats.
- Current office methods and practices.
- General office procedures including the use of basic office equipment such as ten-key calculator, computer terminal and copy machine; in depth knowledge of software applications such as Microsoft Excel and Microsoft Word.
- Principles and practices of District administration.
- Proper office and telephone etiquette.
- Records and filing techniques.
- Safe work practices.
- Safeguarding confidential District information.
- State codes as they may apply to various special districts.

Ability to:

- Apply analytical principles and procedures; design and create spreadsheets.
- Determine work assignments and priorities and coordinate the proper use of resources to accomplish.
- Establish, develop and maintain effective working relationships with those contacted during the course of work.
- Handling of confidential District information.
- Maintain punctual and regular attendance.
- Operate a vehicle observing legal and defensive driving practices.
- Prepare clear and concise documents.

- Process data through utilization of District computers.
- Project cash balances daily, weekly, monthly.
- Properly format and transcribe various communications.
- Read, understand, interpret, and apply complex materials (i.e., Board policies in Ordinances and Resolutions, etc.) to analysis and reports and use as a guide to function fully in the position.
- Review and analyze financial statements.
- Skillfully perform, without direct supervision, a variety of skilled and technically complex accounting, administrative, and clerical tasks.
- Type a minimum of 55 W.P.M.
- Understand and carry out oral and written instructions.
- Use 10-key by touch.
- Use independent judgment/discretion in the resolution of problems encountered in the administration of the office.

RECOMMENDED SPECIAL REQUIREMENTS

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT

As a condition of employment, may be required to:

1. Possession of a valid and appropriate Class C California Driver's License, and be insurable by the District's vehicle insurance carrier;
2. Be bondable by the District's fidelity bond insurer;
3. Be able to establish and maintain favorable interpersonal relations with co-workers, superiors including District Directors and District customers.

PHYSICAL AND SENSORY REQUIREMENTS

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating assigned equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the phone.

POSITION: BOARD SECRETARY/ADMINISTRATIVE AND ACCOUNTING ASSISTANT
DEPARTMENT: OFFICE

SUMMARY

Under general supervision, provides full administrative support; prepares agendas, types minutes and maintains district records; assists with the performance of the District's functions and services. This individual acts as secretary to the General Manager and the Board of Directors; attends to administrative detail on special matters assigned by the General Manager and performs related work as required. In addition, assists the Finance Administrator with accounting tasks, assist in preparing financial statements, attends to other accounting tasks as assigned and performs related work as required.

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.

DISTINGUISHING CHARACTERISTICS

This is an advanced level in the clerical and secretarial series as it relates to the administrative duties. It is an intermediate level as it relates to accounting duties.

REPORTING RELATIONSHIPS

The Administrative and Accounting Assistant is an at-will employee and, accordingly, employment may be terminated by the employee or the District at any time without prior notice. This position reports to the General Manager, Administrative Services Manager, and the Board of Directors and has no supervisory duties.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Task: Prepare and input journal entries; create and maintain bank and interest schedules; maintain plant assets and inventory files; reconcile bank statements; prepare financial statements; assist with annual budget preparation and annual audit; operate a variety of office equipment and computers in the performance of work assignments including accounting procedures that require advanced computer skills.

Task: Assist the Finance Administrator with accounting tasks; perform special projects and other duties as assigned by Administrative Services Manager.

Task: Maintain Ordinances, Resolutions, official records, and District files; publish and post notices, Ordinances, and Resolutions; prepare routine correspondence and questionnaires relating to collecting data or answering inquiries; perform related work or special projects as required; receive and open sealed bids; maintain disclosure statement files; compile material and other information to prepare and distribute the Board package under the direction of the General Manager; gather and organize a variety of information and materials for the General Manager and

District Board of Directors; assist in preparation and distribution of customer newsletters.

Task: Maintain official records of Board proceedings and actions in the capacity of Board Secretary; may be required to attend District Board and committee meetings, and developing and maintaining minutes; assist in the preparation and verification of information for press release; ensure compliance with legal requirements; attest (countersign), administer, and file oaths, affirmations, and acknowledgments; receive petitions; accept correspondence on behalf of the Board of Directors; accept service on behalf of the District; adjourn meetings in the absence of any Directors; maintain custody of District seal.

MARGINAL JOB DUTIES WHEN ASSISTANCE IS REQUIRED:

Task: Serve as backup for Customer Service Representative; perform duties in absence of Customer Service Representative and Finance Administrator.

PHYSICAL DEMAND

Sitting; standing; speaking; hearing; close vision; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; lifting, pushing, pulling and carrying (up to 25 lbs.)

QUALIFICATIONS

Education and Experience

Any combination of experience, education and training which demonstrates an ability to perform the duties of the position. The typical qualifying entrance background is some post-secondary education and experience performing intermediate level accounting work and/or completion of courses in public administration, accounting or a closely related area.

Knowledge of:

- Correct English usage, spelling, grammar and punctuation.
- Correspondence formats.
- Current office methods and practices.
- General office procedures including the use of basic office equipment such as ten-key calculator, computer terminal and copy machine; in depth knowledge of software applications such as Microsoft Excel and Microsoft Word.
- Handling of confidential District information.
- Intermediate accounting methods and procedures.

- Principles and practices of District administration.
- Proper office and telephone etiquette.
- Records and filing techniques.
- Safe work practices.
- Safeguarding confidential District information.
- State codes as they may apply to various special districts.

Ability to:

- Apply analytical principles and procedures; design and create spreadsheets.
- Communicate clearly and concisely, both orally and in writing.
- Establish, develop and maintain effective working relationships with those contacted during the course of work.
- Maintain accurate records.
- Maintain punctual and regular attendance.
- Operate a vehicle observing legal and defensive driving practices.
- Prepare clear and concise documents.
- Process data through utilization of District computers.
- Properly format and transcribe various communications.
- Read, understand, interpret, and apply complex materials (i.e., Board policies in Ordinances and Resolutions, etc.) to analysis and reports and use as a guide to function fully in the position.
- Type a minimum of 55 W.P.M.
- Understand and carry out oral and written instructions.
- Use 10-key by touch.

RECOMMENDED SPECIAL REQUIREMENTS

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT

As a condition of employment, may be required to:

1. Possession of a valid and appropriate Class C California Driver's License, and be insurable by the District's vehicle insurance carrier;
2. Be bondable by the District's fidelity bond insurer;
3. Be able to establish and maintain favorable interpersonal relations with co-workers, superiors including District Directors and District customers.

PHYSICAL AND SENSORY REQUIREMENTS

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating assigned equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the phone.

POSITION: CUSTOMER SERVICE REPRESENTATIVE
DEPARTMENT: OFFICE

SUMMARY

Under general supervision, to perform a variety of clerical and semi-skilled clerical and administrative work consisting of extensive customer contact, general office routines and procedures, work management coordination, conservation program coordination, and other work as assigned.

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.

DISTINGUISHING CHARACTERISTICS

This is the entry level in the clerical and administrative series as it relates to customer service. In this position, the work to be accomplished consists of dealing with routines that would be required for other office duties, wherein some discretion and independent decision-making is involved.

REPORTING RELATIONSHIPS

The Customer Service Representative is an at-will employee and, accordingly, employment may be terminated by the employee or the District at any time without prior notice. This position reports to the Administrative Services Manager and has no supervisory duties.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Task: Serve as the District's principal contact point; interface with customers by phone and by walk-in visits; receive visitors; research and apply District Ordinances regarding establishment and maintenance of services; receive and process service requests; initiate, coordinate, and keep records and accounting for service orders and work orders; receive and respond to complaints about District services; handle emergency service requests; prioritize and coordinate establishment or discontinuance of services; receive and process billing payments; handle all accounting functions for billing of customers and handling of accounts receivable; type, file, process all customer daily work.

Task: Input rate changes into computer billing system; balance working funds cash drawer daily; process daily bank deposit; enter and post cash receipts; maintain cash receipts journal; verify meter reading device audit trails and bill customer accounts; analyze bad debit activity and process accounts to collection agency; monitor accounts receivable aged accounts; coordinate account status problems with supervisor; produce utility billing and accounts receivable month end accounting reports; produce monthly and annual statistical reports.

Task: Serve as District's Conservation Coordinator by information gathering, researching, filing and disseminating conservation information including public speaking and writing and administering Water Conservation Program.

Task: Assist Administrative Services Manager with special projects and other duties as assigned within employee's capabilities.

MARGINAL JOB DUTIES WHEN ASSISTANCE IS REQUIRED:

Task: Key data from journal vouchers in computer when needed; perform duties in absence of Finance Administrator; perform duties in absence of Administrative and Accounting Assistant; assist Operations and Maintenance Manager with special projects and other duties as assigned within employee's capabilities.

PHYSICAL DEMAND

Sitting; standing; speaking; hearing; close vision; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; lifting, pushing, pulling and carrying (up to 25 lbs.).

QUALIFICATIONS

Knowledge of:

- Basic accounting methods and procedures.
- Correct English usage, spelling, grammar and punctuation.
- Correspondence formats.
- Current office methods and practices.
- General office procedures including the use of basic office equipment such as ten-key calculator, electric typewriter, postage meter, computer terminal, copy machine and software applications such as Microsoft Excel and Microsoft Word.
- Handling of confidential District information.
- Proper office and telephone etiquette.
- Records and filing techniques.
- Safe work practices.

Ability to:

- Communicate clearly both orally and in writing.
- Establish, develop and maintain effective working relationships with those contacted during the course of work, particularly customers.
- Maintain composure, tact, and helpful attitude with customers even in the face of unwarranted customer hostility.
- Maintain punctual and regular attendance.
- Operate a vehicle observing legal and defensive driving practices.
- Prepare clear and concise documents.
- Process data through utilization of District computers.
- Properly format and transcribe various communications.
- Read, understand, interpret, and apply complex materials (i.e., Board policies in Ordinances and Resolutions, etc.) to analysis and reports and use as a guide to function fully in the position.
- 10-key calculator by touch and make mathematical computations for billing adjustments.
- Type a minimum of 35 wpm using word processing programs; use spreadsheets and database systems.
- Understand and carry out oral and written instructions.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Two years of satisfactory employment as a customer service representative or equivalent position, or
- Satisfactory completion of two years course work in business administration, liberal arts or related field at the community college level, or
- One year of customer service work and satisfactory completion of one year course work in business administration, liberal arts or related field at the community college level.

RECOMMENDED SPECIAL REQUIREMENTS

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT:

As a condition of employment, may be required to:

1. Possession of a valid and appropriate Class C California Driver's License, or equivalent, and be insurable by the District's vehicle insurance carrier;
2. Be able to establish and maintain favorable interpersonal relations with co-workers, managers including District Directors and District customers.
3. Maintain high degree of reliability for punctuality and attendance.

PHYSICAL AND SENSORY REQUIREMENTS:

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating assigned equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the phone.

ORGANIZATIONAL CHART

