Weott Community

Service District's

policies

Recommendation to Adopt:

Adoption: 06/18/24

Effective: 06/18/24

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# PURPOSE

The purpose of this policy is to supplement State Law and provide specific rules for the actions of the Board of Directors and employees of the Weott Community Services District, by a means that is fair, fiscally conservative and protective of the interest of the customers of the Weott Community Services District.

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# 1.0 JOB DESCRIPTIONS

 *Job Descriptions are intended to present a descriptive list of the range of duties performed by employees/Board members. It may or may not reflect the full list of duties. Additional requirements may be requested of any of the following positions.*

## 1.1 BOARD PRESIDENT

Description: WCSD’s President is responsible to represent and fulfill the duties of a Board Director as well as:

1. To uphold WCSD board of director’s regular, special, and emergency meetings as guided by the agenda.
2. To keep order to the best of his/her ability at all meetings.
3. To manage dispute resolution.
4. To orientate new board members and employees regarding policy and familiarity with the physical water system.
5. To ensure execution of policy and procedure.
6. To perform any other administrative duty required by the Board of Directors.
7. It is the duty of the Chairperson or his/her designee to call a workshop meeting prior to the first Board Meeting after elections to acquaint the newly elected Director(s) with the California State Health and Safety Code, District Policies, the Brown Act, and the current annual budget.
8. May be required to review and sign checks

**Position Requirement-** Must:

1. Take required Code of Ethics training AB1234 every 2 years, funded by WCSD.
2. Be self-motivated and interested in continuing education throughout all terms served.

## 1.2 VICE PRESIDENT

Description: WCSD’s Vice President is to act as a regular Board Director of WCSD, unless the President is not present or available, in which then the Vice President is also responsible for the President’s duties.

1. May be required to review and sign checks.

Position Requirements:

1. Must take required Code of Ethics training AB1234 every 2 years, funded by WCSD.

## 1.3 BOARD OF DIRECTORS

Description: All Board Directors are responsible for the following:

1. To be fair, objective, think freely, and show professional representation of the WCSD.
2. To make responsible and informed decisions regarding WCSD business.
3. To participate in meetings and be an active and educated Board Member.
4. To create policy, procedure, and ordinances.
5. To follow and understand WCSD’s policies and procedures.
6. To monitor the district’s progress in attaining its goals and objectives.
7. To follow the code of ethics, sexual harassment, and conflict of interest guidelines.
8. To attend board meetings, if any member of the board is absent from 3 consecutive board meetings, the board can vote for the removal of that board member. There must be a quorum present.

Position Requirements:

Must:

1. Take required Code of Ethics training AB1234 every 2 years, funded by WCSD, and any other class suggested by the Board of the WCSD.
2. Have regular attendance at WCSD board of director’s meetings; absent only when there is good cause.

## 1.4 BOARD SECRETARY

Description: The Secretary is to act as a regular Board Director as well as:

1. To review and sign checks.

**Position Requirements:**

Must:

1. Take required Code of Ethics training AB1234 every 2 years, funded by WCSD, and any other class suggested by the Board of the WCSD.

## 1.5 ADMINISTRATIVE MANAGER

Must:

1. Work closely with the Board of Directors, General Manager, office staff, customers, outside organizations, and appropriate federal and state agencies regarding District programs.
2. Be responsible for policy and ordinance development and implementation.
3. Be responsible for accomplishing administrative district goals and objectives.
4. Coordinate the preparation and presentation of various agendas, reports, and written materials.
5. Ensure that the district is in compliance with all contractual and legal requirements regarding administrative agreements.
6. Direct the selection, supervision and work evaluation of office staff.
7. Provide annual, accurate budgets for Board approval.
8. Draft employee reviews of office staff for Board approval and execute delivery.
9. Assist the General Manager with duties requested.
10. Exhibit a high customer service priority and refer customers to the next regular WCSD meeting if there is further assistance needed or unresolved issues.
11. Directly report to the Board of the WCSD

Position Requirements:

Must:

1. Take required Code of Ethics training AB1234 every 2 years, funded by WCSD, and any other class required by the Board of the WCSD.
2. Have regular attendance at WCSD board of director’s meetings; absent only when there is good cause.
3. Have at least 5 years’ experience in community service district management unless approved by the Board of Directors.
4. Salary range: $30 to $50 an hour based on experience, or Board approved monthly salary based on hourly requirements.

## 1.6 OFFICE STAFF

Must:

1. Receive, record, and post to customer accounts all payments made to the district.
2. Prepare monthly billing; compute new balances for each account, run, assemble, and mail billing.
3. Regularly reconcile and accurately update QuickBooks.
4. Keep the Board informed of water shut off notices sent monthly.
5. To provide monthly aging summaries at WCSD regular board meetings.
6. Prepare district payroll.
7. Prepare district payables.
8. Maintain district files.
9. Attend monthly Board of Directors meetings if attendance is requested. Will be paid hourly rate for the length of the meeting.
10. Maintain regular office hours that are required by the Board of Directors.
11. Create and distribute the minutes of all board meetings.
12. Organize, create, and make available all documents required for Weott to act as a community service district.
13. Create any other document requested by the Board of Directors or the General Manager.
14. Reports to the General Manager.
15. Salary range ($20-$25/hour)

Position Requirements:

Must:

1. Have experience with Microsoft Word, Excel, and QuickBooks.
2. Have three to five years prior billing/accounting experience, unless approved by the board.
3. Be self-motivated and have the ability to work independently.
4. Have strong customer service and communication skills.

## 1.8 JUNIOR OPERATOR

Description: Responsible for the operation and maintenance of the Weott Community Service District’s water system including but not limited to:

Must be under the supervision of the General Manager:

1. Maintain the functional operations of chlorination, disinfection, filtration, and distribution of clean water.
2. Maintain the functional operations of the wastewater treatment plant and distribution system.
3. Assist in operational report drafting.
4. Complete daily monitoring logs.
5. Perform chlorine residual testing as required.
6. Perform/assist monthly bacteriological testing.
7. Perform/assist with all additional tests required by CDPH.
8. Perform tank and system component flushing as required.
9. Repair pumping, storage, wastewater and water treatment and distribution elements of the system on both scheduled and emergency basis.
10. Maintain weeds/grass around tanks, hydrants, meters, valves, lines and any other component of the system needed.
11. Be able to work on call if required by the General Manager.
12. Read and record all meters on the 27th (+/- 2 days) monthly, and report it to the Office Secretary.
13. Maintain and monitor lift stations.
14. Exhibit professional customer service skills and refer customers to the next regular WCSD board meeting if there is further assistance needed or unresolved issues.
15. Attend meetings of the WCSD Board of Director’s when requested. Compensation offered at the current wage for length of meeting.
16. Carry out all tasks requested by the General Manager.

**Minimum Personal Requirements:**

Must:

1. Be available to work on a scheduled, on-call basis (on site within one hour).
2. Have good customer relations and communication skills.
3. Possess at all times a valid California driver’s license and a driving record free of any major infractions or DUI’s.
4. Take required Code of Ethics training AB1234 every 2 years, funded by WCSD, and any other class suggested by the Board of the WCSD.
5. Salary range: $17 to $22 an hour.

## 1.9 OPERATOR

Description: Responsible for the operation and maintenance of the Weott Community Services District’s water system including but not limited to:

Must be able to perform job description of Junior Operator as well as:

1. Show experience, diligence, and independence when performing routine maintenance and operations.
2. Have knowledge when fixing the distribution system with or without help from the General Manager.
3. Have excellent logging and record keeping habits.
4. Have a very good understanding of the entire WCSD distribution system and good common sense when diagnosing problems.

**Minimum Personal Requirements:**

Must:

1. Be available to work on a scheduled, on-call basis (on site within one hour).
2. Have good customer relations and communication skills.
3. Possess at all times a valid California class 1 distribution, class 2 treatment, and class 1 wastewater license.
4. Possess at all times a valid California driver’s license and a driving record free of any major infractions or DUI’s.
5. Take required Code of Ethics training AB1234 every 2 years, funded by WCSD, and provided by CSDA, and any other class suggested by the Board of the WCSD.
6. Salary range: ($22 to $30 an hour depending on licensing and experience).

## 1.10 GENERAL MANAGER

Must:

1. Be capable of completing all duties of an Operator.
2. Work closely with the Board of Directors, Administrative Manager, all operators, customers, outside organizations, and appropriate federal and state agencies regarding District programs.
3. Have overall responsibility for water and wastewater resources planning, distribution and treatment, monthly system maintenance, shut off notice execution, and administrative oversight of all operational projects.
4. Be responsible for accomplishing the district’s operational goals and objectives.
5. Implementation of the policies and ordinances of the Board on an ongoing basis.
6. Be responsible for supplying an operations report at all regular meetings or upon request of the Board of Directors.
7. Ensure that the district is in compliance with all contractual and legal requirements regarding operations.
8. Plan, organize, direct, coordinate, and be responsible for the work of the operators and outside agencies, contractors, and consultants.
9. Ensure all operational equipment is functioning properly.
10. Direct the selection, supervision, and work evaluation of operational staff; monitor and implement employee relations and staff development procedures; execute disciplinary action.
11. Direct the preparation or examination of public and private engineering plans, specifications, designs, cost estimates and legal descriptions for construction and maintenance projects.
12. Be responsible for all operational reporting correspondence with state agencies including but not limited to test results, monitoring logs, EAR reports, CCR reports.
13. Draft employee reviews of operation staff for Board approval and execute delivery.
14. Oversee and be responsible for duties of all operators and operational contractors.
15. Coordinate operational staff for on-call duties and be ultimately responsible for being on site within 1 hour of an emergency if other operational staff is unavailable.
16. Provide construction estimates for new hook ups to customers.
17. Ensure the district is under state compliance at all times for operation functions and testing requirements.
18. Attend meetings of the WCSD Board of Directors; Compensation offered at current wage for length of meeting if not on monthly salary.
19. Exhibit a high customer service priority and refer customers to the next regular WCSD board meeting if there is further assistance needed or unresolved issues.
20. Directly report to the Board of the WCSD.

**Minimum Personal Requirements:**

Must:

1. Be available on-call in emergencies (on site within one hour).
2. Have good customer relations and communication skills. Must be able to represent WCSD in a professional manner.
3. Have at least 5 years’ experience in operations at a community service district.
4. Possess at all times a valid California class 1 distribution, class 2 treatment, and class 1 wastewater license.
5. Possess at all times a valid California driver’s license and a driving record free of any major infractions or DUI’s.
6. Take required Code of Ethics training AB1234 every 2 years, funded by WCSD, and any other class suggested by the Board of the WCSD.
7. Salary range: $30 to $50 an hour based on experience, or Board approved monthly salary based on hourly requirements.

# 2.0 EMPLOYMENT

## 2.1 EMPLOYMENT AT WILL

WCSD is an “at-will” employer. WCSD Board of Directors and WCSD employees have the right to terminate the employment relationship, with a minimum of two weeks written advance notice of the termination date, with or without cause. There are no express or limited covenants and no statements in this manual that shall in any way conflict with this mutual right and obligation. This type of employment is called employment “at will” under California law. No one other than the Board of Directors has the authority to alter this arrangement, to enter into an agreement for employment for a specific period of time, or to make any agreement contrary to this at will policy. Any agreement that in any way alters the “at will” status of an employee must be in writing and must be authorized in a specific resolution by the Board of Directors.

## 2.2 EMPLOYEE REVIEW.

Employees shall be given a review after the first 3 months of employment, then on an annual basis at a minimum. They should be drafted by the appropriate manager and approved by the Board of Directors. The final draft should be delivered to the employee by their direct manager.

# 3.0 BILLING POLICY

## 3.1 CHECK SIGNING

All checks must receive two signatures and be approved signers through Vocality Community Credit Union.

**3.2 BILLING PERIOD**

Bills shall go out on the 5th of the month and considered late after the 25th of the month.

# 4.0 PAYROLL

Payroll is due to staff by the next open office day after timecards are turned in.

**4.1 VACATION/SICK PAY**

The WCSD follows state guidelines found at <http://www.dir.ca.gov/>

## 4.2 TIMECARDS

All staff timecards are to be turned in to the General Manager by the 1st of the month.

# 5.0 SHUT OFFS

 When a shut off notice is issued office staff should try to make contact with property owner and tenant, fill out a red tag, put one copy in the SHUT OFFS folder in order of date and put one copy in the CUSTOMER folder under their account number. Operations (preferably the Jr. Operator) is to then hang the shut off notice, in waterproof plastic if needed, on the gate or door of the customer’s property. Hand delivery is ok too. A summary of shut off notices should be submitted to the board at each regular meeting.

# 5.1 PAYMENT PLAN

When a payment plan is issued, a signed copy is given to the customer, one goes into the temp pay plan folder to be used by office staff, and one in the CUSTOMER folder under account number.

# 6.0 INVESTMENTS OF MONEY

The district will follow California Government Code 53600 and all of its subsections.

Funds will be deposited based on the budget categories and capital improvement plan.

District is to invest funds in a manner which will provide the highest investment return with the maximum security while meeting the daily cash flow demands of the district and conforming to all statutes governing the investment of district funds as defined in GC §53600 et seq.

The employee who will transfer funds to and from the investment fund accounts must be pre-approved by the board. Every transaction will require written approval by the president. All board members must receive email notification of every transaction and it must be shown in financial statements at every board meeting.

## 6.1 CAPITAL ASSETS

WCSD will accurately record the cost of assets and record depreciation yearly based on advice from our auditor. For any disposals, we will assess a cost value and depreciate accordingly.

# 7.0 BOARD MEETINGS

## 7.1 MONTHLY BOARD PACKETS

* Agenda
* Previous month’s minutes
* Operator’s report
* Admin report
* Profit and loss sheet for prior month
* Balance sheet year to date
* Accounts receivable
* Customer discrepancies
* Documents submitted by the public
* Any documents requested by the board

## 7.2 FISCAL YEAR BOARD MEETING

* Monthly board packet
* Budget
* Employee reviews
* Pay scale approvals
* Rates review