

DUTY STATEMENT

ORGANIZATION (DIVISION/REGION/BOARD) Division of Water Rights	UNIT Reporting and QA	POSITION # 880-300-5157-901	DATE 05/01/2023
NAME OF EMPLOYEE (IF APPLICABLE) Vacant			
CURRENT CLASSIFICATION Staff Services Analyst		PROPOSED CLASSIFICATION (IF APPLICABLE)	
NAME OF SUPERVISOR Eloise Berryman			
CURRENT CLASSIFICATION OF SUPERVISOR Staff Services Manager I		REVIEWED AND APPROVED BY SIGNATURE	
SUPERVISION EXERCISED (IF APPLICABLE)			
1. DIRECTLY SUPERVISED		2. INDIRECTLY SUPERVISED	
NO. OF EMPLOYEES	CLASS TITLE	NO. OF EMPLOYEES	CLASS TITLE
DESCRIPTION OF DUTIES: SUMMARIZE THE REGULARLY ASSIGNED DUTIES OF THE POSITION, EXPLAIN MOST IMPORTANT DUTIES FIRST. LIST THE PORTION OF TIME BY PERCENTAGE IN LEFTHAND COLUMN, EXTRA SHEETS MAY BE ATTACHED.			
% OF TIME	DUTIES		
	Under the supervision of a Staff Services Manager I and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments. Specific responsibilities include:		
30%	Analyze and process change of ownership, contact information update, and supplemental statement for change request forms submitted by water right owners and diverters. Understand and interpret the regulations governing change requests and continuously improve procedures to process change request forms. Track assignments in the electronic Water Rights Information Management System (eWRIMS) database, evaluate place of use maps, accurately update database records, complete required follow up actions and create documents for record keeping. Utilize various resources such as LandVision, eWRIMS, public records databases and water rights files to verify the accuracy of the requested changes. Audit completed assignments for quality assurance.		
25%	Respond to inquiries from water right holders, diverters, and the public regarding questions about general water rights information, change requests, and fees using phone and/or email communication. Understand and interpret the regulations governing annual water use reporting. Provide water right holders and diverters with phone and/or email assistance and troubleshooting for using the Report Management System (RMS) for online annual water use reporting. Provide excellent customer service to support stakeholder understanding of water rights programs and increase compliance rates for report submission.		
20%	Understand and apply the regulations governing Water Rights fees. Calculate and validate water right fee amounts and communicate with the California Departments of Tax and Fee Administration (CDTFA) regarding fees and account maintenance. Track and download new account registration and accounts receivable information from		

	<p>CDTFA and ensure data is uploaded to the eWRIMS database. Conduct research related to water rights and fee billings and make recommendations on billing determinations. Resolve issues and complaints related to ownership or fees from water right holders.</p>
10%	<p>Analyze and process initial statements of water diversion and use (Initial Statements) submitted by diverters who are required to report their water use. Understand and interpret the regulations governing change requests and continuously improve procedures to process Initial Statements. Analyze the Initial Statements for accuracy and completeness. If issues are found in the initial statement, make recommendations for appropriate action, including follow-up calls to the filer for additional information and/or referral to the Division's enforcement unit or the Bay-Delta Watermaster's office for filers within the legal boundaries of the Bay-Delta. Ensure statements are recorded accurately into the eWRIMS database and the location of the diversion is plotted on the eWRIMS Geographic Information System (GIS). Ensure the filer and any co-owners or agent are notified when the processing of the initial statement is complete and provide any relevant information such as statement number, reporting password or information on owner responsibilities.</p>
10%	<p>Coordinate with colleagues in the Division of Water Rights (Division) in developing mass mail or email communications, fact sheets, web and Sharepoint content, training and outreach courses, updated forms or other media for internal staff and the public to ensure the most relevant and accurate information is available. Plan, implement and conduct on-the-job and classroom training for eWRIMS and RMS for Water Board staff and public users. Make suggestions for improvements to the training curriculum and objectives, instructional contents, materials and resources.</p>
5%	<p>Perform other duties as required.</p> <p>Employee Signature: _____ Date Signed: _____</p>