



**WEST VALLEY WATER DISTRICT
855 W. BASE LINE ROAD, RIALTO, CA 92376
PH: (909) 875-1804
WWW.WVWD.ORG**

**HUMAN RESOURCES COMMITTEE MEETING
AGENDA**

Wednesday, March 12, 2025, 6:00 PM

NOTICE IS HEREBY GIVEN that West Valley Water District has called a meeting of the Engineering, Operations and Planning Committee to meet in the Administrative Conference Room, 855 W. Base Line Road, Rialto, CA 92376.

BOARD OF DIRECTORS

**Director Kelvin Moore, Chair
Director Estevan Bennett**

Members of the public may attend the meeting in person at 855 W. Base Line Road, Rialto, CA 92376, or you may join the meeting using Zoom by clicking this link: <https://us02web.zoom.us/j/8402937790>. Public comment may be submitted via Zoom, by telephone by calling the following number and access code: Dial: (888) 475-4499, Access Code: 840-293-7790, or via email to administration@wvwd.org.

If you require additional assistance, please contact administration@wvwd.org.

CALL TO ORDER

PUBLIC PARTICIPATION

Any person wishing to speak to the Board of Directors on matters listed or not listed on the agenda, within its jurisdiction, is asked to complete a Speaker Card and submit it to the Board Secretary, if you are attending in person. For anyone joining on Zoom, please wait for the Board President's instruction to indicate that you would like to speak. Each speaker is limited to three (3) minutes. Under the State of California Brown Act, the Board of Directors is prohibited from discussing or taking action on any item not listed on the posted agenda. Comments related to noticed Public Hearing(s) and Business Matters will be heard during the occurrence of the item.

Public communication is the time for anyone to address the Board on any agenda item or anything under the jurisdiction of the District. Also, please remember that no disruptions from the crowd will be tolerated. If someone disrupts the meeting, they will be removed.

DISCUSSION ITEMS

- 1. Updates to the Human Resources Committee**
- 2. December 11, 2024, January 8, 2025, and February 12, 2025 Regular Meeting Minutes**
- 3. Update on Employees on FMLA and Medical Leave**
- 4. Update on Liability Claims**
- 5. Update on Workers Compensation Claims**
- 6. Update on Recruitments**
- 7. New Position Development Services Supervisor**

ADJOURN

Please Note:

Material related to an item on this Agenda submitted to the Committee after distribution of the agenda packet are available for public inspection in the District's office located at 855 W. Baseline, Rialto, during normal business hours. Also, such documents are available on the District's website at www.wvwd.org subject to staff's ability to post the documents before the meeting.

Pursuant to Government Code Section 54954.2(a), any request for a disability-related modification or accommodation, including auxiliary aids or services, in order to attend or participate in the above-agendized public meeting should be directed to the Board Secretary, Elvia Dominguez, at least 72 hours in advance of the meeting to ensure availability of the requested service or accommodation. Ms. Dominguez may be contacted by telephone at (909) 875-1804 ext. 703, or in writing at the West Valley Water District, P.O. Box 920, Rialto, CA 92377-0920.

DECLARATION OF POSTING:

I declare under penalty of perjury, that I am employed by the West Valley Water District and posted the foregoing Agenda at the District Offices on March 6, 2025.

Elvia Dominguez

Elvia Dominguez, Board Secretary

Date Posted: March 6, 2025

MINUTES
HUMAN RESOURCES COMMITTEE MEETING
of the
WEST VALLEY WATER DISTRICT
December 11, 2024

I. CALL TO ORDER

Chair Moore called the meeting to order at 6:00 p.m.

Attendee Name	Present	Absent	Late	Arrived
Kelvin Moore	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Estevan Bennett	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Haydee Sainz	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
John Thiel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Linda Jadeski	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

II. PUBLIC PARTICIPATION

Chair Moore inquired if anyone from the public would like to speak. No requests were received therefore, Chair Moore closed the public comment period.

III. DISCUSSION ITEMS

1. Updates to the Human Resources Committee.

Human Resources and Risk Manager Sainz provided an update on the Class and Comp study, indicating the union ratified the results and the membership has agreed to the terms. The side letter, resolution, and salary schedule will be presented to the Board of Directors on December 19, 2024 and employees can expect retro pay paid on January 9, 2025.

2. Update on Employees on FMLA and Medical Leave.

Human Resources and Risk Manager Sainz provided the update.

3. Update on Liability Claims.

Human Resources and Risk Manager Sainz provided the update.

4. Update on Workers Compensation Claims.

Human Resources and Risk Manager Sainz provided the update, indicating the District is going on 4 years and 3 months without a loss time claim, and a celebratory luncheon will be held for staff.

WVWD

Minutes: 12/11/24

5. Update on Recruitments.

Human Resources and Risk Manager Sainz reported the CFO recruitment will reopen and close 1/10/25; Water Conservation Analyst is still open but staff is finding it difficult to fill and are currently working on developing a lower-level position to attract candidates; Senior Engineer recruitment closes on December 21st; GIS intern closes December 31st; and Field Assistant applications are currently being reviewed.

6. November 13, 2024, Committee Meeting Minutes

The Committee approved the minutes.

7. WVWD Audio and Video Surveillance Policy

Human Resources and Risk Manager Sainz presented the proposed policy and explained the safety element of the installation of cameras and the intent of the policy which is to provide the rules on the use and maintenance of the equipment. The policy will be presented to the Policy Committee and the Board of Directors for review and approval.

IV. ADJOURN

Chair Kelvin Moore adjourned the meeting at 6:17 p.m.

ATTEST:

Elvia Dominguez, Board Secretary

Minutes were approved on _____ by the Human Resources Committee of the West Valley Water District.

MINUTES
HUMAN RESOURCES COMMITTEE MEETING
of the
WEST VALLEY WATER DISTRICT
January 8, 2025

I. CALL TO ORDER

Chair Moore called the meeting to order at 6:02 p.m.

Attendee Name	Present	Absent	Late	Arrived
Kelvin Moore	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Estevan Bennett	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Haydee Sainz	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
John Thiel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Linda Jadeski	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

II. PUBLIC PARTICIPATION

Chair Moore inquired if anyone from the public would like to speak. No requests were received therefore, Chair Moore closed the public comment period.

III. DISCUSSION ITEMS

1. Updates to the Human Resources Committee.

Human Resources & Risk Manager Sainz provided an update on a change to the job classification of Water Conservation Analyst to a Water Conservation Specialist. After careful consideration staff determined that it is best to develop an entry level position that would provide an opportunity for candidates that have an interest in this field but do not possess the minimum qualifications of an analyst position. Staff recommended that the Water Conservation Analyst position be reclassified and changed to a Water Conservation Specialist. The committee approved moving this item to the January 16th Board of Directors meeting for review and approval.

2. Update on Employees on FMLA and Medical Leave.

Human Resources and Risk Manager Sainz provided the update.

3. Update on Liability Claims.

Human Resources and Risk Manager Sainz provided the update.

4. Update on Workers Compensation Claims.

WVWD

Minutes: 01/08/25

Human Resources and Risk Manager Sainz provided the update.

5. Update on Recruitments.

Human Resources & Risk Manager Sainz reported that the Chief Financial Officer recruitment would close on January 10th and staff will meet with the recruiter to discuss the candidate pool and schedule interviews; the Water Conservation Analyst position is currently open for recruitment until it is filled, however, if the Water Conservation Specialist is approved this new position will replace the recruitment; Senior Engineer interviews are scheduled for January 22nd; GIS Intern interviews are scheduled for January 23rd; and Field Assistant/1000-hour applications are being reviewed and interviews to be scheduled.

IV. ADJOURN

Chair Kelvin Moore adjourned the meeting at 6:19 p.m.

ATTEST:

Elvia Dominguez, Board Secretary

Minutes were approved on _____ by the Human Resources Committee of the West Valley Water District.

MINUTES
HUMAN RESOURCES COMMITTEE MEETING
of the
WEST VALLEY WATER DISTRICT
February 12, 2025

I. CALL TO ORDER

Chair Moore called the meeting to order at 6:01 p.m.

Attendee Name	Present	Absent	Late	Arrived
Kelvin Moore	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Estevan Bennett	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Haydee Sainz	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
John Thiel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Linda Jadeski	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

II. PUBLIC PARTICIPATION

Chair Moore inquired if anyone from the public would like to speak. No requests were received therefore, Chair Moore closed the public comment period.

III. DISCUSSION ITEMS

1. Updates to the Human Resources Committee.

Human Resources & Risk Manager Sainz provided an update that in Customer Service, our staffing levels are currently low because several staff are out on leave and we are working with a Temp Agency to provide short-term support; Staff are currently working with ACWA/JPIA and SDRMA to seek proposals to provided EPLI insurance and staff will report back in April on proposals submitted; and the review for Board Secretary will be on the February 13th agenda under closed session.

Additionally, an update was provided on the HR Policies and Procedures which are currently under legal review to ensure all necessary changes are included, including language on the new job progression process. Once the review is complete, the policies will be brought back to the Committee for review.

2. Update on Employees on FMLA and Medical Leave.

Human Resources and Risk Manager Sainz provided the update.

3. Update on Liability Claims.

WVWD

Minutes: 02/12/25

Human Resources and Risk Manager Sainz provided the update.

4. Update on Workers Compensation Claims.

Human Resources and Risk Manager Sainz provided the update.

5. Update on Recruitments.

Human Resources & Risk Manager Sainz reported that the Chief Financial Officer interviews are scheduled for February 19th and 20th; an offer was extended to another candidate for the Senior Engineer position; two GIS Interns start on February 18th; two Field Assistant/1000 Hour candidates are going through background process; Customer Service Lead interviews are being coordinated; Lead Water Treatment Operator (2) recruitment closes February 20th; Lead Water Distribution Operator recruitment closes February 14th; Water Conservation Specialist recruitment closes February 21st; and Associate Engineer with P.E. position is under review for possible reclassification.

IV. ADJOURN

Chair Kelvin Moore adjourned the meeting at 6:22p.m.

ATTEST:

Elvia Dominguez, Board Secretary

Minutes were approved on _____ by the Human Resources Committee of the West Valley Water District.



STAFF REPORT

DATE: March 12, 2025
TO: Human Resources Committee
FROM: Haydee Sainz, Human Resources & Risk Manager
SUBJECT: New Position Development Services Supervisor

BACKGROUND:

Development Services is an essential function of the Engineering Department. The department has observed that appropriate management of the new development program and processes are time intensive, time sensitive, and important for both customer service and the correct evaluation, costing, planning, and installation of related capital improvements. Furthermore, the department has identified the need for direct oversight of Development Services via a new position for Development Services Supervisor. The recommended position provides a single point of managerial accountability as necessary to drive efficiency, effectiveness, and improvements to maintain and expand high service standards.

Over the past few years, the Engineering Department has identified several challenges that hinder our capacity to deliver timely and consistent development services, including:

- **Efficiency:** Our development services division processes and coordinates numerous developer projects which are driven by external schedules. To facilitate those competing needs, we need to streamline our procedures, and centralize the dissemination of information. This efficiency will improve our customer service and provide prompt and reliable service to the community.
- **Accountability:** There is an absence of centralized oversight. Without a dedicated supervisor to enforce clear accountability measures, it is challenging to monitor compliance and operational integrity on a day-to-day basis.
- **Staff Management:** The existing decentralized management structure has proven insufficient for supporting, mentoring, and effectively coordinating our staff. The lack of focused leadership affects and stifles professional development opportunities for our team members.

These challenges underscore the urgent need for a role that can drive improvements in operational efficiency, ensure clear accountability standards, and provide hands-on management and support for the development services division.

DISCUSSION:

Creating the Development Services Supervisor role represents a proactive and strategic investment in the operational excellence of our Engineering Department. By addressing the current challenges this position will play a critical role in ensuring that our development services operate at the highest standards, benefiting both our staff and the community we serve.

The Development Services Supervisor position will have the following primary responsibilities:

- **Oversight and Accountability:** Directly supervise and evaluate the performance of staff, ensuring adherence to departmental standards and regulatory requirements.
- **Process Efficiency:** Develop and implement standardized procedures to streamline permit processing and inspection scheduling.
- **Regulatory Compliance:** Monitor practices to ensure strict compliance with local, state, and federal guidelines.
- **Communication and Reporting:** Act as the primary liaison between staff, developers, and departmental leadership; prepare regular reports detailing performance and process improvements.
- **Staff Development:** Identify and address training needs; facilitate continuous professional development and performance improvement among staff.
- **Reporting Structure:** The Development Services Supervisor will report directly to the Director of Engineering, ensuring clear communication and direct accountability.

In light of the pressing need for improved efficiencies, clear accountability measures, and enhanced staff management, it is recommended that the HR Committee move the item for the Board of Directors consideration to approve and adopt the Development Services Supervisor position. While this would be a new position, we are not proposing to expand the total number of approved employees, which now stands at 88. Staff is proposing that an existing Development Services Coordinator be reclassified to Development Services Supervisor.

FISCAL IMPACT:

The fiscal impact is under \$500.00

REQUESTED ACTION:

Move the item to the secure formal approval from the Board of Directors to move forward.

Attachments

[Development Services Supervisor final 3.2025.pdf](#)



Development Services Supervisor

Department/Division:	Engineering
Reports To:	Director of Engineering
Provides Direction To:	Development Services Coordinator I/II/III; Engineering Inspector I/II/III; Assistant Engineer
FLSA Exemption Status:	Exempt
Effective Date:	3/6/2025

GENERAL PURPOSE

Under general direction, to plan, organize, train, and supervise the work of staff who receive, review, and process developer and property owner requests for District services; to perform special projects and handle the most difficult, complex or sensitive customer project problems and disputes; to prepare special and recurring reports or special studies; to develop recommendations to improve department operations; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory level in the Development Coordinator classification series with responsibility for planning, organizing, supervising, reviewing and evaluating the work of assigned staff and ensuring water service requests are being processed accurately and timely. An incumbent is responsible for providing technical-level support to management staff in the Engineering Department in a variety of areas. The incumbent is accountable and responsible for on-going decision-making associated with the work. The incumbent exercises independent judgment on diverse and specialized development services operations and activities. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. Incumbents receive occasional instruction or assistance as new or unusual situations arise and are aware of the operating procedures and policies of the work unit.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

- Plans, organizes, supervises, trains, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and

development; recommends compensation in accordance with the District's rules, policies, and labor contract provisions.

- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment which supports achieving the department and the District's mission, strategic plan, objectives, and values.
- Oversees the direction and training of new employees on preparation of Applications for Service, the District's Water Service Rules and Regulations, and Development Services practices including use of telephone and computer equipment, submittal review, and data requirements of the multiple software systems; develops training manuals and job aids.
- Reviews the work of staff for compliance with established procedures, District ordinances, and regulations, as well as for accuracy, and proper grammar; makes or directs corrections as necessary.
- Identifies and evaluates customer trends; develops recommendations to improve department operations; conducts special studies and recommends organizational, procedural, or other changes; implements improvements as appropriate; prepares special or recurring reports or special studies.
- Addresses the more difficult customer-relations situations, involving upset and dissatisfied customers which require a high degree of sensitivity and use of sound independent judgment; takes action to resolve complaints where appropriate.
- Maintains, implements, and updates Development Services processing procedures and policies for the section and other engineering personnel.
- Conducts cross-divisional staff discussions for development services; schedules and coordinates activities with other departments and divisions, customers, contractors, and other agencies.
- Directs, advises, and assists subordinate positions with difficult or unique issues that arise with Applications for Service and evaluates staff for their consistency and effectiveness in preparing and processing applications.
- Balances the scheduling of staff among assignments to accommodate customer demand; monitors staff interactions with customers in person and by telephone to provide coaching to improve customer service techniques and assistance.
- Participates in staff meetings and provides recommendations in connection with routine departmental, administrative, and legal procedures.
- Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculation; organizes and maintains office files; prepares and maintains a variety of records and reports, including timecards, worksheets, accident reports, and program documents;
- Evaluates equipment and materials used in the work group and recommends changes and/or additions, as required; requisitions necessary equipment and supplies, and reviews and approves requests by subordinates.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Provide courteous and expeditious customer service to the general public and District staff.
- Represents the District with utilities, cities, engineering firms, contractors, developers, and manufactures; coordinates projects with other agencies.
- Operates District vehicles.
- Maintain prompt and regular attendance.
- Performs other related duties, as assigned.

QUALIFICATION GUIDELINES

Knowledge of:

- Principles and practices of employee supervision, including planning, reviewing and evaluating work, performance management, discipline, and the training.
- Principles and practices of leadership.
- Principles and techniques for establishing and maintaining strong and effective teamwork within a group.
- District personnel rules, policies, and labor contract provisions.
- Effective customer service techniques for effectively interacting with the public, vendors, contractors, and District staff.
- Principles and practices of civil engineering and other engineering disciplines used in the utility industry.
- Engineering economics and cost estimating.
- General land planning, plan checking, and construction-related methods, processes, and terminology.
- Methods and techniques of reviewing and interpreting parcel maps and legal property descriptions.
- General research and report writing methods.
- General understanding and utilization of GIS systems and tools.
- Knowledge of water utility fee structures and cost service methods applicable for new development.
- Construction management and inspection methods.
- Development agreement and contract methods for design and construction of water utility infrastructure.
- Laws, regulations, and standards applicable to new development and water utility facilities.

Ability to:

- Effectively select, supervise, train and develop staff, ensuring work is performed effectively, and evaluating performance in an objective and constructive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Prepare, administer, and monitor a division/department budget.
- Prepare clear and concise correspondence and other written materials.
- Accurately interpret, explain, and apply complex District Water Rules and Regulations, policies, and procedures regarding water service installation and rates.
- Read and interpret engineering drawings, quad sheets, and maps.
- Perform mathematical calculations quickly and accurately.
- Follow and apply written and oral work instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Coordinate multiple, complex development projects and plan reviews and establish compliance with District standards, development and financing agreements, and applicable laws/regulations.
- Understand property rights, legal agreements and construction financing.

- Develop and coordinate water utility infrastructure plans, including hydraulic requirements and coordinate engineering designs with other staff and external consultants/developers.
- Prepare clear and concise correspondence, reports, studies, memoranda, ordinances, resolutions, and other written materials.
- Interpret and analyze technical information and make independent judgements.
- Apply civil and engineering principles and practices to resolve complex and difficult problems.
- Perform plan reviews and plan checks of design plans for water infrastructure; adhere to and comply with safety standards and the proper use of safety equipment.
- Safely operate a District vehicle and maintain driving record acceptable to the District's insurance carrier.

Minimum Qualifications:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education: Bachelor's degree in Civil, Mechanical, or Environmental Engineering, Construction Management or related field.

And

Experience: Four years of closely related engineering, public works, survey, real property or comparable experiences which would have provided the required knowledge, ability and proficiency required to perform technical engineering duties. Increasingly responsible experience providing technical support to an engineering program which includes at least one (1) year in a lead or supervisory capacity.

Licenses, Certificates; Special Requirements:

Possession of a valid, Class "C" California Driver's License, acceptable driving record, and proof of auto insurance in compliance with the District's Vehicle Insurance Policy standards.

Desirable Certificates

Possession of SWRCB Certification as a Water Distribution Systems Operator and/or Water Treatment Operator.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this class, the employee is constantly required to sit and regularly to stand and walk. Finger dexterity and light grasping is required to handle, feel, or operate computer hardware and standard office equipment; and reach with hands and arms above and below shoulder level. The employee occasionally bends, stoops, lifts, and carries objects weighing up to 25 pounds.

Sensory demands include the ability to see within the normal range, talk, and hear, and use electronic touch keypads.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT