



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INSPECTION TRIP MANAGER

<b>Group-Section:</b> External Affairs Group - Member Services and Public Outreach Section	<b>FLSA Status:</b> Exempt <b>Bargaining Unit:</b> MAPA	<b>Salary Grade:</b> 061 <b>Job #:</b> Y10
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### JOB SUMMARY

The Inspection Trip Manager is responsible for planning and conducting director-sponsored and other special inspection trips that offer firsthand knowledge of Metropolitan's operations, introduce current water issues, and communicate Metropolitan's role in responding to those issues through its facilities, infrastructure, policies, and programs. Working in cooperation with the directors and member agencies, the Inspection Trip Manager plans itineraries, logistics, speakers, and presentations for one to three-day educational trips. The trips occur within Metropolitan's service area, at Metropolitan's Colorado River facilities and along the Lower Colorado River from Hoover Dam to the Mexican border, along the State Water Project system beginning at Lake Oroville, including the Sacramento-San Joaquin Delta. The Trip Manager conducts the trip according to the itinerary, including delivering presentations on a moving bus. Travel requires flexibility, and the Trip Manager adapts plans when conditions change, and alternatives are needed. The Trip Manager is responsible for submitting complete participant and expense records for each trip. Inspection trips are primarily scheduled on weekends from September-November and January-June but may occur anytime throughout the year. The Trip Manager may need to travel to a hotel near the tour starting location the day before, and perhaps return the day after tour. The Trip Manager is with the group from check-in until the trip ends and is on call 24 hours a day during the trip to respond to issues or emergencies. The Inspection Trip Manager will provide outreach support for other programs, projects and initiatives as assigned.

### OVERSIGHT

**Oversight Received:** Receives direction from the Team, Unit, Section and/or Group Manager.

**Oversight Given:** May exercise technical and/or functional direction over assigned staff.

### JOB DUTIES

1. Works collaboratively with External Affairs, directors, and member agencies to provide inspection trips that offer firsthand knowledge of the District's operations, introduce current water issues, and communicate Metropolitan's role in responding to those issues through its facilities, infrastructure, policies, and programs. Addresses special requests from directors and member agencies.
2. Plans and conducts one to three day inspection trips of Metropolitan facilities and areas of related interest; researches route and timing; arranges guest speakers; coordinates logistical arrangements with lodging, dining and transportation vendors; purchases airline tickets, concessions and other items; prepares presentations and talking points; identifies key points of interest; tracks guest registration; coordinates with directors and member agencies; compiles final documentation on trip participants and expenses.
3. Maintains a broad knowledge of Metropolitan's plans, facilities, infrastructure, policies, and programs. Participates in periodic updates with Metropolitan's subject matter experts. Ensures that current information is communicated on trips. Resources and utilizes supplemental materials including documents, videos, brochures, and photographs to augment the participants' learning experience.

4. Supports cooperative working relationships with other inspection trip managers, Gene Camp guest services and other Metropolitan staff that support inspection trips.
5. Maintains positive working relationships with staff that support inspection trips from member agencies, California Department of Water Resources, Bureau of Reclamation, and other agencies, as well as private individuals and businesses that participate in and support the tours. Builds support for the program through regular communications, timely arrival and departure, and adherence to facility regulations for public access.
6. Participates in evaluating effectiveness of inspection trip program; recommends inspection trip process and procedure improvements. Stays abreast of trends and best practices for public relations and communications; makes recommendations to improve outcomes.
7. Ensures compliance with Metropolitan Administrative Code for inspection trips and purchasing and travel expense policies and procedures.
8. Updates inspection trip database with trip expenses. Submits complete master trip files and ensures compliance with records retention policies.
9. Performs other related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Bachelor's degree from an accredited college or university with a major in communications, political science, environmental science, engineering, urban planning, geography or a related field and eight years of progressively responsible experience related to public outreach or stakeholder engagement, or an advanced degree from an accredited college or university with a major in communications, political science, environmental science, engineering, urban planning, geography or a related field and six years of increasingly responsible relevant experience.

**Required Knowledge of:** Metropolitan history, policies, programs, and infrastructure; principles of public outreach and stakeholder engagement; communication trends, strategies, tools, best practices, and assessment methodologies.

**Required Skills and Abilities to:** Strong interpersonal skills; excellent written communication and public speaking skills. Able to effectively communicate complex water policy and technology subject matter in ways that are understandable to the general public. Establish and maintain collaborative working relationships with Metropolitan staff at different facilities, directors, member agencies and vendors. Able to consistently provide high level of customer service in a variety of situations. Able to adapt to changing conditions and identify suitable alternatives. Manage special requests to ensure compliance with Metropolitan's policies and inspection trip guidelines. Recognize sensitive issues and maintain confidentiality. Maintain accurate records and perform cost/participant reconciliations.

## **CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS**

### **Certificates**

None

Job Title: Inspection Trip Manager

Job Code: Y10

Adopted: 07/24/07

Effective: 06/26/22

Revised: 02/24/23

Supersedes: 04/01/12

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**Licenses**

Valid California Class C Driver License that allows you to drive in the course of your employment

**Registrations**

None

**DESIRABLE QUALIFICATIONS**

Knowledge of Metropolitan's water system and member agencies. Knowledge of Colorado River and State Water Project systems, policies, operations, and issues. Experience leading tours of water system facilities.

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS**

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:** There are moderate physical demands, including presentations given on a moving bus and carrying/lifting moderately heavy supplies and materials for each trip. For administrative tasks, the employee may sit comfortably to do the work. On trips there will be some walking over rough, uneven terrain; stairs; noise; standing; bending; driving an automobile, etc. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

**Work Environment:** The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations, public health regulations, and traffic signals, etc. The office work area is adequately lighted, heated, and ventilated. During trips work is conducted for extended time periods on a moving bus, outdoors, and in operating water conveyance and treatment facilities. There will be exposure to elements such as heat, rain, and wind, and noise and potentially odors. Requires bus and air travel to various sites with overnight stay.

**Vision Requirements:** No special vision requirements