



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

**HUMAN RESOURCES SPECIAL COMMITTEE MEETING
AGENDA**

Wednesday, June 10, 2026, 5:00 PM

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

BOARD OF DIRECTORS

**President 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.

PRESENTATIONS

DISCUSSION ITEMS

1. Updates to the Human Resources Committee
2. Minutes for the May 13, 2026, Regular Committee Meeting **PG 5**
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. Proposed Job Description - Customer Service 1000 Hour **PG 7**

ADJOURN

Please Note:

Material related to an item on this Agenda submitted to the Board 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 Acting Board Secretary, Kara Johnson, at least 72 hours in advance of the meeting to ensure availability of the requested service or accommodation. Ms. Johnson 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 June 4, 2026.

Kara Johnson

Kara Johnson, Acting Board Secretary

Date Posted: June 4, 2026

MINUTES
HUMAN RESOURCES COMMITTEE MEETING
of the
WEST VALLEY WATER DISTRICT
May 13, 2026

I. CALL TO ORDER

Chair Moore called the Human Resources Committee meeting to order at 6:05 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"/>	
John Thiel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Linda Jadeski	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Haydee Sainz	<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 and Risk Manager Sainz reported that staff will be discussing the Operations Department in closed session at the Board of Directors Meeting on May 21, 2026.

2. Minutes for the April 22, 2026, Special Committee Meeting

The Committee approved the minutes as presented

3. Update on Employees on FMLA and Medical Leave

Human Resources and Risk Manager Sainz provided the update.

4. Update on Liability Claims

Human Resources and Risk Manager Sainz provided the update.

5. Update on Workers Compensation Claims

Human Resources and Risk Manager Sainz provided the update.

6. Update on Recruitments

Human Resources and Risk Manager Sainz reported that the Public Outreach and Government Affairs Representative 1 recruitment will close on May 15. Board Secretary recruitment closed on May 8, with the final list of selected candidates to participate in the recruitment process will be discussed with the Executive Management staff and the Board of Directors. Senior Accountant has been selected and will start on June 1. Customer Service Lead started May 11 and Electrical Instrument Technician recruitment will close May 22.

7. Inland Empire Black Worker Center's Transformative IE Works Program

Human Resources and Risk Manager Sainz introduced the representatives of IE Works, who then gave a presentation on the benefits of an internship program. Staff will continue discussion on collaboration.

8. Proposed Amended Job Description – Director of Technical Services

Human Resources and Risk Manager Sainz reported that the Director of Technical Services will be retiring at the end of 2026. Staff also recommend transferring the GIS Division from the Engineering Department to the Technical Services Department.

IV. ADJOURN

Chair Moore adjourned the meeting at 7:14 p.m.

ATTEST:

Kara Johnson, Acting Board Secretary

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



STAFF REPORT

DATE: June 10, 2026
TO: Human Resources Committee
FROM: Haydee Sainz, Human Resources & Risk Manager
SUBJECT: Proposed Job Description - Customer Service 1000 Hour

STRATEGIC GOAL:

Strategic Goal 2 - Be an Exemplary Employer

- A. Attract and Retain High Performing Employees
- G. Promote a Professional Environment of Diversity, Equity, and Inclusion

MEETING HISTORY:

April 22, 2026 Human Resources Committee Meeting

BACKGROUND:

The purpose of this report is to provide the Human Resources Committee with an update regarding the reallocation of two 1,000-hour positions to support Customer Service operations and to ensure continued transparency regarding staffing adjustments.

As part of the recent organizational review conducted by Finance, the vacancy created by the Customer Service Representative III (CSR III) position was evaluated to determine the most effective use of existing resources. Finance confirmed that this vacant position could be reclassified into the GIS Technician role. This adjustment does not increase the total number of full-time positions, which remains at 88.

During the same review, staff identified an operational need within the Customer Service Division. The division continues to experience limited staffing capacity on Mondays and Fridays, creating challenges in maintaining consistent coverage and customer support.

Previously, GIS maintained two 1,000-hour internship/temporary support positions. With the reassignment of the CSR III position to GIS, the operational need for these 1,000-hour positions within GIS has been reduced.

DISCUSSION:

To strengthen front-line customer support and ensure service consistency, staff recommends reallocating the two 1,000-hour positions from GIS to Customer Service. These positions will be used to supplement staffing on days where coverage is most limited.

The individuals filling these roles will work a Monday–Friday schedule to provide comprehensive support throughout the week. This adjustment will enhance the Division’s ability to respond to customer inquiries, reduce service delays, and maintain operational reliability.

FISCAL IMPACT:

There is no fiscal impact associated with this change. The positions already exist and will be funded within the FY 2026/27 budget; this action simply reallocates them to a division where operational need is higher.

REQUESTED ACTION:

Staff recommends that the Human Resources Committee review and discuss the draft Customer Service 1000 hour job description updated and consider forwarding it to the Board of Directors for approval at a future Regular Board Meeting.

Attachments

[Customer Service 1000 Hour 2026.pdf](#)



Customer Service/1000 Hour

Department/Division:	Finance/Customer Service
Reports To:	Customer Service Supervisor
Provides Direction To:	Not Applicable
FLSA Exemption Status:	Non-Exempt
Effective Date:	

GENERAL PURPOSE

Under close supervision, to perform a variety of routine clerical, technical or customer service tasks for the District; to receive training in the more difficult clerical tasks; and to perform related duties as required.

This is a temporary part-time, entry level classification in which candidates gain work experience through assignments in the customer service department. Participants work under the direct supervision of an experienced employee for up to 32 hours per week, not to exceed 1000 hours fiscal per year.

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.

- Assists in performing routine office tasks in support of assigned departmental functions.
- Assists in preparing memos, letters, and reports from specific instruction.
- Enters data into various logs and spreadsheets and checks accuracy of data.
- Assists in maintaining various files and records.
- Greets visitors, answers and screens incoming calls.
- Assists in handling customer accounts and payment processing.
- Operates modern office equipment including computers and related software programs.
- Sorts and processes incoming mail.
- May assist with ordering departmental office supplies.
- Serves as back up to higher level administrative support staff, as required.
- Collect, summarize and analyze information and statistics.
- Participate in the design of forms, databases, spreadsheets and the implementation of systems.
- Conduct research to assist with the resolution of administrative or operations concerns or initiatives.
- Participates in District safety meetings.
- Maintain prompt and regular attendance.
- Performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of:

- Modern office procedures, methods and equipment including computers.
- Basic principles and practices of management, finance, budgeting and accounting.
- Research techniques, methods and procedures.
- Safe work practices

Ability to:

- Learn and follow office procedures and policies.
- Make mathematical calculations rapidly and accurately.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Operate standard office equipment, personal computers, Internet, and Microsoft Office software products.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work

Minimum Qualifications:

A candidate's qualification for the role is determined through a combination of the candidate's education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position. However, all candidates must meet each of the following minimum qualifications, except where any specific qualification is described as preferred/desirable or is described as an alternative to another minimum qualification:

Education: A high school diploma or satisfactory equivalent is required.

And

Experience: One (1) year previous experience in customer service, cashiering, data entry and/or accounting related work is highly desirable.

Licenses, Certificates; Special Requirements:

Possession of a valid Class C California driver's license, acceptable driving record.

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 classification, an incumbent is regularly required to use hands and fingers to handle or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or

balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Sensory demands include the ability to see within the normal range, talk, and hear, and use electronic touch keypads.

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data; use math and mathematical reasoning; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks while meeting deadlines; interact with District officials, staff, management, the general public, and others during the course of work.

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.