

JOB DESCRIPTION

Job Title: Compliance Specialist
Reports To: Assistant Water Resources Manager
FLSA Status: Non-Exempt
Department: Water Resources
Date: May 1, 2026

Summary:

Assist the Assistant Water Resources Manager with day-to-day responsibilities and all compliance-related operations. This position supports regulatory compliance processes, member communication, and documentation while ensuring adherence to state, federal, and Aqua WSC policies. The Compliance Specialist coordinates all compliance-related activities including Customer Service Inspections (CSI), notifications, scheduling, record retention, and data management.

Essential Duties and Responsibilities

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Assist in daily compliance operations, including regulatory tracking, data entry, and customer communication via phone, email, and in person.
- Coordinate and manage compliance processes for all types of Customer Service Inspections (CSI) and required reporting.
- Maintain accurate member and regulatory records in accordance with retention requirements and departmental policy.
- Prepare and distribute correspondence, including certified mail and notices related to non-compliance, deadlines, and regulatory requirements.
- Manage compliance schedules and calendars, tracking deadlines, notifications, and follow-up actions.
- Communicate with members regarding compliance status, requirements, corrective actions, and timelines.
- Track and manage non-compliant accounts, ensuring proper documentation, follow-up, and resolution.
- Respond to customer inquiries related to water compliance and service requirements.
- Coordinate with third-party agencies and internal departments as necessary.
- Document all compliance activities, member interactions, and account updates in system software.
- Investigate compliance issues across multiple service locations and ensure all related concerns are addressed.
- Maintain working knowledge of Aqua WSC tariffs, policies, and regulatory requirements.
- May conduct field visits to service locations to assess compliance, document conditions, and communicate corrective actions.
- Assist coworkers and provide support to customers as needed.
- Perform other tasks as designated by supervisory personnel.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

One year or more of college or technical school; one (1) year related experience and/or training as department assistant; or equivalent combination of education and experience.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Spanish speaker preferred.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentage and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

Proficiency in Word Processing, Excel, Email, Database Software, and Internet Software. Proficient typing and 10-key skills required.

Other Knowledge, Skills, & Abilities:

None required for this position.

Certificates and Licenses:

Valid State of Texas Driver's License.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly uses hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk, or sit. The employee may occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

Other Duties

This job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change at any time, with or without notice.