

UTILITY SYSTEMS SPECIALIST

Definition:

Under general supervision performs a variety of difficult and specialized duties related to the City's water billing system to include generating delinquent and shutoff notices, calculating special bills and overseeing the processing of payments and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Schedules bi-monthly billing dates/cycles.

Checks for abnormalities in water meter readings, makes corrections/adjustments and calls for and makes corrections to draft billing registers.

Compiles and maintains a procedure manual for the water billing system.

Requests issuance of water bills and water related work orders.

Processes water bills and work orders for mailing using a printer, folding and mail sorting equipment and a burster.

Answers customer questions and resolves complaints.

Calculates special bills and prepares deposit refunds.

Records new accounts for new meter installations.

Processes delinquent payment lists and delinquent notices.

Processes shut off registers and prints shutoff notices.

Inputs billing and work order changes.

Coordinates with Maintenance Services staff regarding changed/repaired water meters.

Prepares and distributes water and trash reports.

Acts in the absence of the Water Utility Services Lead Worker and in that capacity, trains Water Service Workers and directs, organizes and coordinates their work.

Compiles and produces various reports from the billing system for use by other City departments/divisions.

Conducts field inspections to investigate water meter reading discrepancies.

Drives a vehicle on City business.

Assists in the processing of utility payments.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Lifts water meter lids weighing 50 pounds or less and lifts and carries boxes of files and other items weighing 30 pounds or less

Uses a variety of hand and power tools.

Class Characteristics:

Utility Systems Specialist is a single incumbent class within the Administrative Services Department. The incumbent performs a variety of technical and recordkeeping duties relating specifically to the water utility billing system of the City.

Contacts and Relationships:

The Utility Systems Specialist establishes and maintains contact with Administrative Services Department staff and a variety of other City staff involved with water and water meter functions. Additional contact will occur with the public regarding utility bills and related concerns.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Basic water billing systems and procedures.

Basic methods and practices of financial, statistical and general recordkeeping and filing.

English usage, spelling, grammar and punctuation.

Computer programs and word processing applications as they relate to area assigned.

General office practices and procedures.

Filing and indexing methods.

Customer service and telephone techniques.

Standard hand and power tools and safety precautions and practices necessary when working with same.

AND

Ability to:

Perform a wide variety of customer service, clerical and account/clerical work.

Make accurate mathematical calculations.

Maintain computerized and manual files and records.

Communicate effectively orally and in writing.

Understand and carry out oral and written instructions.

Work under minimal supervision and use independent judgment.

Operate a computer terminal, personal computer and use applicable software.

Establish and maintain effective relationships with those contacted in the course of work.

Meet the public with courtesy and tact.

Assemble data and prepare reports.

Read and write at the level required for successful job performance.

Interpret, explain and apply rules, regulations and policies applicable to the area assigned.

Learn to operate job related tools and machinery to include folding and mail inserting machines.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

Three years of increasingly responsible clerical or account clerk experience to include one year of billing experience, one year of public contact work and six months of lead experience.

Special Requirements:

Type accurately at the speed which permits successful job performance.

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule including overtime to accommodate City needs.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office, in a public/front counter environment and on-site when performing field inspections. When in the office/at a public counter the incumbent may sit or stand for prolonged periods of time and use a computer keyboard and screen. When performing inspections, an incumbent has full exposure to the elements, may walk and kneel on slippery or uneven surfaces, crouch, walk significant distances, climb steps, twist, reach, bend and be exposed to vegetation, dust, soil and vehicular traffic. The incumbent grasps and uses a variety of hand and power tools when performing field inspections, grasps, pulls/draws and lifts water meter covers weighing 50 pounds or less, grasps, moves and lifts boxes and files and other office items weighing 30 pounds or less and drives a vehicle on City business. When working in the office with the City's folding and mail inserting machines, the incumbent will be exposed to extreme noise. The incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

Revised August 2002

Established December 1995