

SENIOR UTILITY BILLING CUSTOMER SERVICE FIELD REPRESENTATIVE

DEFINITION

To organize, assign and review the work of personnel engaged in the performance of a variety of technical duties related to the City's metering of water and power including responding to, troubleshooting, identifying root cause and resolving service orders with necessary meter actions, meter read data collection, and performing minor maintenance in response to field service orders; to perform a variety of technical tasks; and to provide administrative support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Utility Billing Customer Service Field Representative series and is distinguished from the II level by increased level of responsibility assumed, complexity and sensitivity of duties assigned, independence of action taken and the nature of the public contacts. Employees perform the most difficult and responsible types of duties assigned to classifications within this series, including provision of technical and functional supervision and performance of advanced journey level activities. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction supervision from an assigned supervisor.

Exercises technical and functional supervision over technical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, lead, review and participate in the work of staff involved in the performance of variety of technical duties related to the City's metering of water and power activities; develop schedules and methods to accomplish assignments ensuring all work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Design, develop, provide or coordinate staff training; work with employees to correct deficiencies; document and maintain procedures and policies.

Boot/sleeve residential electric meters, repair miscellaneous items, maintain, read and troubleshoot meters and meter reading system for utility billing needs.

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Perform the more complex system troubleshooting and data analysis in order to identify and process failures related to service work orders and meter communications for billing purposes.

Perform meter maintenance including meter interrogations, programming, installing lock rings and seals, and repairing leaks.

Ensure coordination with other City staff regarding work orders and customer service issues, meter consumption, meter reads, high usage, and system troubleshooting related to process failures.

Collect and review meter reading data for the production of system reports; upload and download meter information into enterprise systems.

Ensure accurate meter operation including proper meter registration; report unusual situations related to meter operations, meter condition, defects, theft and/or safety hazards.

Assist in the evaluation of meters and meter reading equipment.

Respond to more difficult customer concerns and inquiries related to meter service and meter reads; correspond with customers both verbally and in writing.

Deliver customer notifications and door hangers related to Utility Billing

Perform disconnects and reconnects of services for utility billing needs; perform meter adjustments to ensure safe and efficient operation of service.

Answer questions and provide information to the public and City departments; research requested information and make recommendations appropriate to resolving inquiries and/or complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision.

Advanced utility service meter operations and various meters and related equipment.

Practices and methods of record keeping.

Pertinent local, State, and Federal laws, ordinances, rules and regulations.

Utility billing and reporting procedures and practices.

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Principles and practices of manual and automated meter data acquisition for electric and water meters.

Computerized billing software and metering software.

Methods, techniques, tools, equipment and materials used in the minor repair and installation of utility meters, including service connects and disconnects.

Principles and methods of meter installation, maintenance, repair, and testing.

City policies and procedures regarding customer service and relations.

Electronic meter reading devices.

Electrical safety practices and procedures.

Arithmetic, including addition, subtraction, multiplication, division, and percentages.

Advanced customer service principles and problem resolution techniques.

Modern office practices and procedures.

English usage including grammar, spelling, and punctuation.

Computer equipment and software applications related to utility billing services.

Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff.

On a continuous basis, know and understand operations and observe safety rules; intermittently analyze problem situations and/or equipment; identify and locate site locations, interpret work orders, remember equipment location, and explain job to others.

Intermittently, walk long distances; sit while studying or preparing reports and/or driving; bend, squat, kneel and twist when performing utility meter installation/removal duties; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.

Oversee and perform minor repair and installation of utility meters, including service connects and disconnects.

Respond to and assist in resolving difficult and/or sensitive inquiries related to meter data and operations.

Use a variety of personal computer applications in word processing, spreadsheet and databases.

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Communicate clearly and concisely, both orally and in writing.

Work on-call on evenings, weekends, or holidays.

Work outdoors in a variety of weather conditions.

Keep records and make reports.

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

Experience and Training

Experience:

Two years of professional experience performing duties similar to that of a Utility Billing Customer Service Field Representative II with the City of Roseville.

AND

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree; supplemental course work/training in electricity or a related field is highly desirable.

License or Certificate

Possession of a valid California driver's license by date of appointment.

11-05-22 Senior Utility Billing Customer Service Field Representative