

UTILITY BILLING CUSTOMER SERVICE FIELD REPRESENTATIVE I
UTILITY BILLING CUSTOMER SERVICE FIELD REPRESENTATIVE II

DEFINITION

To perform 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.

DISTINGUISHING CHARACTERISTICS

Utility Billing Customer Service Field Representative I – This is the entry level class in the Utility Billing Customer Service Field Representative series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Utility Billing Customer Service Field Representative II – This is the journey level class within the Utility Billing Customer Service Field Representative series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Utility Billing Customer Service Field Representative in that the latter performs the most difficult and responsible types of duties assigned to classes within this series including exercising technical and functional supervision.

SUPERVISION RECEIVED AND EXERCISED

Utility Billing Customer Service Field Representative I

Receives immediate supervision from an assigned supervisor.

May exercise technical and functional supervision over Meter Readers.

Utility Billing Customer Service Field Representative II

Utility Billing Customer Service Field Representative I/II

Receives general supervision from an assigned supervisor.

May exercise technical and functional supervision over Meter Readers.

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

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

Perform 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 minor repairs.

Coordinate 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 and resolve 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 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 residential 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

Utility Billing Customer Service Field Representative I

Knowledge of:

Utility Billing Customer Service Field Representative I/II

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

Practices and methods of record keeping.

Basic arithmetic, including addition, subtraction, multiplication, division, and percentages.

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:

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

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.

Learn applicable local, State, and Federal laws, rules and regulations.

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

Communicate clearly and concisely, both orally and in writing.

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

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

Work outdoors in a variety of weather conditions.

Keep records and make reports.

Utility Billing Customer Service Field Representative I/II

Experience and Training

Experience:

Two years of experience replacing water and/or electric meters, or in maintenance, inspection or repair of electrical equipment.

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.

Utility Billing Customer Service Field Representative II

In addition to the qualifications for the Utility Billing Customer Service Field Representative I:

Knowledge of:

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

Utility billing and reporting procedures and practices.

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 automated meter reading devices.

Electrical safety practices and procedures.

Ability to:

Utility Billing Customer Service Field Representative I/II

Independently 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.

Experience and Training

Experience:

Two years of professional experience performing duties similar to that of a Utility Billing Customer Service Field Representative I 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 Utility Billing Customer Service Field Representative I/II