

CITY OF ROSEVILLE

UTILITY CUSTOMER SERVICES REPRESENTATIVE I
UTILITY CUSTOMER SERVICES REPRESENTATIVE II

DEFINITION

To perform specialized work in a centralized utilities customer services office received and processing consolidated billing for electricity, water, wastewater and refuse; to process requests for and respond to issues related to residential and commercial utility services including maintaining and researching fiscal, service and other records unique to utility services, usage, and billing.

DISTINGUISHING CHARACTERISTICS

Utility Customer Services Representative I – This is the entry level class in the Utility Customer Services Representative series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Utility Customer Services Representative I is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Utility Customer Services Representative II – This is the journey level class in the Utility Customer Services Representative series and is distinguished from the I level by the assignment of the full range of duties with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Utility Customer Services Representative I

Receives immediate supervision from assigned supervisory or management staff; and technical and functional supervision from a Utility Customer Service Specialist.

Utility Customer Services Representative II

Receives general supervision from assigned supervisory or management staff; and technical and functional supervision from a Utility Customer Services Specialist.

May exercise technical and functional supervision over lower level staff as appropriate.

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

Provide customer service by telephone, email, letter, or at the counter regarding utility services, rates structures and payments; receive payments, reconcile money and issue receipts; research and

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respond to customer service complaints and billing questions; explain utility services including usage and conservation tips, and billing and collection policies to customers.

Receive, process and document customer utility payments and fees.

Establish and maintain customer accounts; monitor and ensure the accuracy of account information on a continuing basis; process requests for the start, cancellation and/or change of service.

Input and query databases, computer records, and other documents in order to determine appropriate actions and make financial adjustments and prorate changes from established rate schedules.

Assist the public by answering inquiries about department policies, procedures and programs related to utility billing and collection procedures to customers.

Handle initial complaints from customers, some of whom may be irate or difficult; route the customer to the appropriate person if additional action is necessary.

Obtain required information from customers to begin or discontinue services; verify credit and deposit information on orders.

Review and process customer correspondence including bankruptcy documentation.

Provide information to customers about utility programs and community financial assistance resources; review income eligibility applications, tax returns and transcripts; determine and communicate certification status; recertify participants on a biannual basis.

Assist in instructing lower level employees in specific work procedures.

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

Perform related work as required.

MINIMUM QUALIFICATIONS

Utility Customer Services Representative I

Knowledge of:

Modern office procedures, methods and computer equipment.

Basic mathematical calculations.

English usage including grammar, spelling, and punctuation.

Principles of customer service.

Techniques for cash handling and reconciliation.

Ability to:

Learn pertinent local State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Deal effectively and tactfully with the public.

Listen, interpret, and effectively handle customer inquiries and complaints.

Follow oral and written instructions.

Handle cash and financial records and information.

Learn and apply specific industry and agency information, policies, and procedures.

Input and obtain data from an on-line computer system.

Maintain confidentiality of a wide range of sensitive information.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training:

Experience:

No experience is required.

AND

Training:

Equivalent to the completion of the twelfth (12th) grade, GED, or higher level degree; supplemental course work in accounting, office management, computer science, or related field is desirable.

License or Certificate

Possession of a valid California Driver's License by date of appointment.

Utility Customer Services Representative II

In addition to the qualifications for the Utility Customer Services Representative I:

Knowledge of:

Specific industry and City information, policies, and procedures.

Special programs such as rebates and community financial assistance resources.

City financial record keeping policies and procedures.

Ability to:

Independently perform difficult and responsible financial clerical and statistical record keeping.

Interpret and apply City and industry information, policies, and procedures.

Respond to and assist in resolving difficult and/or sensitive inquiries and problems related to utility billing issues.

Experience and Training

Experience:

One year of clerical experience performing duties involving customer service and the processing of financial records.

AND

Training:

Equivalent to the completion of the twelfth (12th) grade, GED, or higher level degree; supplemental course work in accounting, office management, computer science or related field is desirable.

License or Certificate

Possession of a valid California Driver's License by date of appointment.

11-07-20 Utility Customer Services Representative I/II