

CITY OF ROSEVILLE

SENIOR UTILITY CUSTOMER SERVICES SPECIALIST

DEFINITION

To organize, assign and review the work of assigned personnel engaged in the performance of complex and specialized utility billing and accounting services; to function as a liaison between Utility Billing, Finance, other City departments, internal staff and citizens by answering questions and solving complicated and/or sensitive problems; 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 Customer Services Specialist 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 from assigned management and supervisory personnel.

Exercises technical and functional supervision over technical, clerical, and administrative support personnel.

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 complex utility billing 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 for Utility Billing team.

Conduct quality assurance checks in order to measure and improve the customer service experience.

Senior Utility Customer Services Specialist

-2-

Receive inquiries from customers; ascertain and evaluate information from customers to determine the specific nature of their request; process customer requests, and/or resolve issues and problems.

Research the more complex discrepancies; provide comprehensive information to customers regarding utility billing related matters.

Review and analyze accounts to determine eligibility for specialized programs and/or services.

Assemble and tabulate statistical and financial data; create and utilize SQL reports from the utility billing databases to prevent and resolve errors.

Participate in projects for testing utility billing software upgrades and patches as a subject matter expert; facilitate release readiness and user acceptance; create new process documentation and project training plans; work with third party vendors regarding customer applications and systems;

Tactfully obtain sensitive information from customers, and other agency or business representatives; maintain confidential information as required.

Reconcile payments and bills as to amount due; log and process utility bills for payment; edit billing computer runs; identify and research discrepancies.

Process requests for the start, cancellation and/or change of service in billing; process orders for discontinuing utility service; process refund credit for closing or inactive accounts; prepare journal vouchers.

Review meter reads for accuracy and computes usage; distribute orders for rereading meters prior to billing.

Collect account balances; locate and collect past due accounts; initiate collection procedures; write off longstanding unpaid balances.

Develop and implement marketing and communication related to utility billing services and programs.

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 function supervision.

Advanced principles and practices of utility billing, statistical record keeping, and research methods.

Advanced research techniques.

Pertinent local, State and Federal laws, rules and regulations related to utility billing.

Basic metrics and benchmark construction and application.

Modern office methods and procedures and computer systems including the use of personal computers.

English usage including grammar, spelling and punctuation.

Ability to:

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

Perform the most complex, sensitive, and difficult duties related to the utility billing activities.

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

On a continuous basis, sit at a 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 keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Research, identify and interpret technical and numerical information; compile technical and financial information.

Effectively research and identify discrepancies in billing.

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:

Two years of increasingly responsible technical accounting experience that involved the processing of billing and provision of customer service.

AND

Training:

An Associate's degree or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education from an accredited college or university, preferably in accounting, finance, or related field. Two years of related work experience can substitute for an Associate's degree.

License or Certificate

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

11/07/20 Senior Utility Customer Service Specialist