

CITY OF ROSEVILLE

UTILITY CUSTOMER SERVICES SPECIALIST I
UTILITY CUSTOMER SERVICES SPECIALIST II

DEFINITION

To perform a variety of complex and specialized utility billing and accounting duties; 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 related to utility billing; and to provide administrative support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

Utility Customer Services Specialist I – This is the entry- level class in the Utility Customer Services Specialists series. The Utility Customer Services Specialist 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 Specialist II – This is the journey level class in the Utility Customer Services Specialist series and is distinguished from the I level by the ability to perform the full range of duties assigned 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.

This class is distinguished from that of the Senior Utility Customer Services Specialist in that the latter is an advanced journey level class responsible for highly complex technical accounting related work and exercises technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Utility Customer Services Specialist I

Receives immediate supervision from assigned management or supervisory staff; and may receive technical and functional supervision from a Senior Utility Customer Services Specialist.

Utility Customer Services Specialist II

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

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

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

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

Assist customers to resolve complex or technical billing problems; research discrepancies; provide comprehensive information to customers regarding utility billing related matter; tactfully obtain sensitive information from customers, and other agency or business representatives; maintain confidential information as required.

Resolve meter communication failures and non-routine billing issues as it relates to zero usage, non-registration, tampering and leak detection; process upload files between metering billing software and meter/endpoints; coordinate and create work orders for utility departments.

Verify reports and portals are accurate; make adjustments as necessary; verify meter readings, communications, connects and disconnects are processed; reconcile systems daily to ensure information is in synch.

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

Identify, process and notify customers of delinquent accounts, non-payments, and returned checks; apply late fees and penalties to customer accounts; evaluate customer requests for payment arrangements and monitor payment arrangements; collect unpaid balances, initiate collection procedures or recommend writing off any longstanding unpaid balances.

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

Assemble and tabulate statistical and financial data.

Request, retrieve, validate, process and analyze residential and commercial meter reads for accuracy and compute usage; distribute orders for the rereading meters prior to billing.

Troubleshoot and resolve issues and discrepancies between the advanced metering, utility billing and asset management software systems.

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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 Customer Services Specialist I

Knowledge of:

Practices, methods and terminology used in utility billing record keeping.

Principles and practices of routine technical research.

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:

Perform difficult and responsible technical work involving utility billing and related record keeping.

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.

Prepare, process, review, and check financial documents, records, and forms for accuracy, completeness, and conformance to applicable policies, rules and regulations.

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

Operate a computer for data entry, inquiry, and report generation.

Observe and problem solve operational and technical policy and procedures.

Make accurate mathematical calculations.

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

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, billing, 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.

Utility Customer Services Specialist II

In addition to the qualifications for the Utility Customer Services Specialist 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.

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Principles and practices of training.

Ability to:

Independently perform difficult and responsible technical work involving utility billing and related record keeping.

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

Experience and Training

Experience:

Two years of responsible experience performing duties similar to that of a Utility Customer Services Specialist I with the City of Roseville.

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.

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