

## UTILITY SERVICE REPRESENTATIVE I/II

### Class Definition

Under supervision, establishes, maintains, or terminates City water service utilized by single and multi-family residential, commercial and industrial users; reads water meters and records consumption for proper billing; and collects payments on past due utility bills.

### Distinguishing Characteristics

Positions in these classes are flexibly staffed. Utility Service Representative I incumbents are expected to progress with appropriate training, experience, and satisfactory performance to Utility Service Representative II. These classes differ from Utility Service Representative III in that the latter is the advanced working/lead class in the series.

### Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Initiates new customer water service, including inspecting user's property to determine flat or metered charges; terminates water service when required.

Determines and records water consumption through meter reading for an assigned and designated route.

Inspects property for unauthorized use of water and, if necessary, issues appropriate notifications; conducts follow-up inspections.

Initiates field collection procedures with the issuing of delinquent notices; processes and collects overdue payments or if necessary terminates water service.

Explains billing system to customers.

Investigates and reports meters that are not visible or accessible for reading.

Inspects water meters and equipment for proper installation, operation and accuracy.

Performs routine meter maintenance; reports extensive malfunctions to leadworker.

Researches accounts and annexation records for billing and record keeping functions.

Performs routine functions such as mailing of bills and collection of daily drop box payments.

Operates radio dispatch equipment; answers customer complaints, including providing information regarding service or billing options and available services.

Conducts field counts as required.

Performs related duties as required.

*Knowledge, Abilities, and Skills*

(By the end of the probationary period, incumbents must demonstrate adequate knowledge, abilities, and skills to perform all tasks at the journey level.)

Knowledge of the geographic layout of the city of Fresno and designated routes.

Knowledge of the operation of the City's water service system.

Knowledge of applicable municipal codes related to City utility services and regulations pertaining to billing and collections procedures.

Ability to effectively and courteously explain water billing system and departmental regulations to the public.

Ability to establish and maintain effective working relationships with those contacted in the performance of assigned duties.

Ability to exercise and utilize discretion with the customer related to payment arrangements within established guidelines.

Ability to utilize sound judgement, produce accurate measurements, and maintain and record technical and administrative information.

Ability to perform simple mathematical computations and check figures rapidly and accurately.

Ability to properly use hand tools while performing manual labor tasks.

Ability to follow oral and written instructions.

Ability to read and write English at a level necessary to perform the duties of the job.

Ability to walk for long periods of time and to work outdoors in various weather and unpleasant conditions.

Ability to safely operate light equipment.

Minimum Qualifications

Utility Service Representative I: One year of experience involving direct public contact similar to that gained in retail sales, bill collection, or in a public service setting.

Utility Service Representative II: One year of experience equivalent to that gained as a Utility Service Representative I with the City of Fresno; OR; Two years of experience involving direct public contact work gained in a utility service and/or bill collection setting.

Special Requirement

Possession of a valid California Driver's License may be required at time of appointment.

Bilingual abilities, as may be required to meet community needs.

APPROVED: \_\_\_\_\_ DATE: \_\_\_\_\_  
Director of Administrative Services CMT:crm:60305.spc