

SENIOR UTILITY SERVICE REPRESENTATIVE

Definition

Under general supervision, provides lead direction to field representatives assigned to servicing single and multi-family residential, commercial and industrial City water system users; and performs specialized field and public contact work.

SUPERVISION RECEIVED/EXERCISED

Receives general supervision from the Revenue Supervisor.
Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

The Senior Utility Service Representative is the advanced working/lead level class in the Utility Service Representative series. Incumbents provide lead direction and training to subordinate employees in the performance of duties and may provide input for performance evaluations. This class is further distinguished from Utility Service Representative II in that the latter performs journey level field duties. It differs from Revenue Supervisor in that the latter is the first-line supervisory class.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to the following.)

Assists in developing and implementing policies and procedures regarding customer service activities.

Provides general oversight and lead direction to Utility Service Representatives, including assigning, training, prioritizing and monitoring their workload.

Maintains records of field staff productivity; prepares monthly productivity and water usage reports based on this information maintained on computer spreadsheets.

Explains billing system to customers; answers customer complaints, including researching complex service questions or problems and follows up as required preparing correspondence, providing advice and counseling, as necessary.

Conducts property inspections of commercial water user facilities and equipment; verifies correct billing and inspection schedules.

Conducts minor water meter repairs and other field training for staff.

Coordinates and communicates with other divisions on common issues involved with providing utilities services.

Answers customer inquiries explaining water system billing information and water regulations.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

The geographic layout of the city of Fresno and corresponding utility service area.

The working knowledge regarding the operation of the City's water service system.

Applicable municipal codes related to City utility services and regulations pertaining to billing and collections procedures.

General office practices and procedures including data processing and record keeping.

Skill to:

Operate an office computer and a variety of word processing, spreadsheet, and software applications.

Ability to:

Plan and schedule the work, and provide lead direction to, a small group of skilled or semi-skilled workers.

Make operating decisions independently in accordance with established policies, regulations and procedures.

Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

Effectively and courteously explain city utility billing system and departmental regulations to the public.

Communicate clearly and concisely, both orally and in writing, using the latest communications systems.

Utilize sound judgment, produce accurate measurements, and maintain and record technical and administrative information on computerized systems.

Performs mathematical computations and checks figures accurately and in a timely manner using recognized statistical methods.

Compile and maintain appropriate work related records and files.

Walk for long periods of time and to work outdoors in various weather and adverse conditions.

Operate light equipment, as may be assigned, to field personnel.

Minimum Qualifications

Experience:

Two years of experience as a Utility Service Representative II with the City of Fresno or four years of experience involving direct public contact gained in a utility service and/or bill collection setting.

Education:

Associate's degree or sixty (60) units from an accredited college or university. Two additional qualifying years of experience may be substituted for the required education.

Special Requirement(s)

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

APPROVED: (Signature on file)
Director of Personnel Services

DATE: 08/02/2005