



Position: Utility Service Technician / Utility Service Specialist

Reports to: Finance and Customer Service Manager

Basic Function

Under general supervision performs a variety of customer service functions such as processing customer requests for service, maintaining customer records, processing billing and payments, and addressing customer inquiries and complaints. This is an alternately staffed classification with Utility Service Technician and Utility Service Specialist. Certain duties may be assigned only when the incumbent has obtained certain competencies as described in the minimum qualifications below.

Supervision

Reports to the Finance and Customer Service Manager, may receive general supervision from the Accounting Specialist. May be asked to act in a lead role to coordinate the work of temporary staff.

Distinguishing Characteristics

Utility Service Technician: This is an entry and training level position in the Utility Service Technician/Specialist series. At this level, incumbents perform routine work tasks under direct supervision and follow established guidelines. Utility Service Technician is distinguished from the next higher level of Utility Service Specialist by the latter serving as an intermediate journey level classification and performing more complex and specialized tasks while exercising broader discretion and independent judgement.

Utility Service Specialist: This is an intermediate journey level position in the Utility Service Technician/Specialist series. At this level, incumbents perform routine and specialized work tasks under general supervision and following established guidelines. Utility Service Specialist is distinguished from the Utility Service Technician by the requirement for subject matter expertise in at least one of the following functional areas: Customer Service, Utility Billing or Water Use Efficiency. The incumbent is expected to perform more complex tasks, exercise broader discretion and independent judgement, serve as the lead for utility billing, and perform other duties as assigned.

Typical Duties

Customer Service – Duties may include, but are not limited to, the following: interface directly with District customers, either in person, by telephone or in writing; answer inquiries and complaints; educate customers about the District’s procedures, standards, requirements and costs; process opening and closing accounts and other service requests; issue and relay service orders for field staff; prepare and send notices to customers regarding delinquent payments, leaks and other related information; maintain records of utility customer accounts and meters; refer customers to appropriate staff as necessary.

In addition for Utility Service Specialist – Educate customers on how best to utilize the District’s customer engagement portal and other digital services; manipulate large data sets in the utility billing and customer portal systems to perform data analytics and generate customized reports; develop and implement online forms, prepare and maintain accurate procedure documents; perform evaluation of customer service-related initiatives and provide recommendations.

Utility Billing – Duties may include, but are not limited to, the following: assist in the preparation and processing of water bills; receive and process customer payments; prepare and deliver bank deposits; perform file transfers between utility billing software, bank and other systems; resolve errors and problems with file transfers; generate notices and approve billing statements; prepare bank deposit summaries, monthly water consumption and leak adjustment spreadsheets; monitor delinquent account activity and interact with collection agencies.

In addition for Utility Service Specialist – Serve as the subject matter expert on the District’s utility billing software module including advanced queries, perform data analysis and develop reports; assist the Finance and Customer Service Manager with billing related data analysis.

Water Use Efficiency – Duties may include, but are not limited to, the following: Coordinate water use efficiency activities, including District rebates and leak adjustment requests; act as a resource to public and staff in the area of water use efficiency; support the development of programs and materials promoting efficient water use; explain regulations related to water conservation, water recycling, green building practices, climate change planning and related subjects.

In addition for Utility Service Specialist – Assist with District effort to ensure compliance of all state and local mandates related to water use efficiency; administer consultant contracts and grant programs. Perform public outreach activities including, but not limited to the following: prepare written correspondence; make presentations to Board of Directors, committees, and

community groups; coordinate and implement a variety of information, educational, and outreach communications activities to community members.

Minimum Qualifications

Knowledge

Standard office practices and procedures, modern office equipment, common computer hardware and software such as Microsoft Office Suite, effective customer service techniques, principles of written communication, English grammar and basic mathematics, general cash handling practices, record keeping and safe work practices.

In addition for Utility Service Specialist – Advanced user of utility billing software; advanced user of Microsoft Excel; ability to prepare and present reports to the public.

Abilities

Quickly learn an integrated financial management system, make accurate mathematic calculations, deal tactfully and courteously with the public, staff and vendors, work effectively and maintain attention to detail despite frequent interruptions, quickly learn policies and procedures pertaining to the work, work cooperatively and effectively in a team setting, work independently and in the absence of supervision, understand and carry out oral and written instructions, establish and maintain a variety of filing, record keeping and tracking systems.

Education and Experience

Any combination that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and skills would be:

Utility Service Technician

Experience: Two or more years of customer service experience, preferably in the public sector, utilities or finance.

Education: Completion of high school or its equivalent. Additional related vocational or college education is desirable and may be substituted for experience.

Utility Service Specialist

Experience: Four or more years of experience in the public sector, utilities, finance or other related field. Certificate(s) in a pertinent track may be substituted for experience.

Education: Completion of high school or its equivalent. Additional related vocational or college education is desirable and may be substituted for experience.

Physical Demands

This position requires verbal skills to effectively interface with the public and other staff members and the public; sufficient near vision to read documents and use a computer and far vision when interacting with others; acute hearing is required when communicating via telephone. The ability to push, pull, lift and carry equipment and supplies weighing up to 25 pounds is also required.

Working Environment

Work is performed in an office environment and the nature of the work requires that the incumbent operate a computer and other office equipment in a seated position for extended periods of time.

License or Certification

Must possess and maintain a valid California Driver's License and a safe driving record.

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