



Position: Utility Service Representative, Office

Reports to: Finance Manager

Definition: 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 position also fulfills administrative and basic bookkeeping functions such as compiling data for reports, utility billing, assistance with public outreach and education, providing office support for division managers and other activities associated with the operations of the District.

Supervision: Reports to the Finance Manager; receives general supervision from the Accounting Specialist. May be asked to act in a lead role to coordinate the work of temporary staff.

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 computerized records of utility customer accounts and meters; refer customers to appropriate staff as necessary.

Utility Billing and Bookkeeping – Duties may include, but are not limited to, the following: assist in the preparation and processing of water service 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.

Administrative – Duties may include, but are not limited to, the following: compile data and assist in preparing reports; check records and forms for completeness; assist with community outreach and public education; process incoming and outgoing correspondence; order and maintain supplies; prepare purchase orders; and perform other general office functions as needed.

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.

Abilities: Deal tactfully and courteously with public and staff, work effectively and maintain attention to detail despite frequent interruptions, quickly learn procedures relating to work assignments, understand and follow written and oral instructions, maintain confidentiality, use computer to perform accurate data entry and access utility customer information, work cooperatively and effectively in a team environment.

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

Experience: Three years of general clerical experience which included public contact responsibility including some cashiering or bookkeeping responsibility.

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

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

Desirable Qualifications: Utility experience, experience with financial and/or billing software, some college coursework, familiarity with the Scotts Valley area.

Other Requirements: Must take part in all safety and training programs for staff, must have sufficient eyesight to read standard text on paper and computer screen, must have acute hearing, must be able and willing to lift, drag and push files and records weighing up to 25 pounds.