

MAJOR FUNCTION

This is responsible administrative, technical, and public contact work in administering a program of reviewing, monitoring, and investigating fluctuating water consumption and billing records to minimize both actual and potential losses in revenues to Water and Sewer; or work in administering a program in Stormwater that involves reviewing, monitoring, and assessing stormwater fees based on analysis of impervious areas; and work in administering a program in fire service fees that involves reviewing, monitoring, and assessing fees based on analysis and established program methodology. Work involves discovering fluctuating water consumption charges, correcting sewer access fees, initiating correct bill payments or reimbursements, and recommending remedial action to improve reporting, billing and collection. Functions as department liaison in disputes with the public and other government agencies over billing. Monitors all new commercial construction for correct codes, systems charges, metering, et cetera. Work involves administering a program for continuous development and maintenance of the stormwater utility fee process and database and the Fire Service Fee for residential, commercial, and governmental properties. Also, work involves investigating and determining impervious area(s) located on property, determining billable square footages located on properties based on program methodology and performing administrative work to insure information is correct in the utility database and the customer billing system. Discusses and assists in resolving customer issues regarding the accuracy of impervious area(s) and accuracy of billable square footage of building(s) on the site. Work with owners to assure that appropriate organizations receive the proper billing assessment in accordance with the Stormwater Ordinance and the Fire Service Fee Resolution and established methodology.

Work is performed under the general supervision of an administrative superior. Work is performed with considerable latitude for the use of independent judgment. Work is reviewed through conferences, written reports, and observation for the achievement of desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Analyzes reports and consumption histories to determine charges and to calculate amount of water consumed. Reviews Customer Information System (CIS) reports to ensure accurate assessment of appropriate fees. Conducts on-site investigations to assess consumption. Refers cases involving unauthorized use of water and sewer service for prosecution. Coordinates research when relevant with Underground Utilities' leak detection program that utilizes interval read data from the AMI network to ensure consistency in use of data and to seek opportunities for coordination. Reviews customer reports to ensure appropriate surcharges and accuracy of codes and negotiates utility bill corrections. Reviews issues concerning all sewer customers that have private water systems. Monitors all new subdivisions to ascertain conformity to the Talquin/City utility territorial agreement. Inspects new construction as to air condition condense discharge to sewer and sets method of revenue collection. Monitors fire and water detection meters as to diversion to potable water and coordinates with customer as to billing or removal. Analyzes reports, documents and sketches of measured sites to calculate amount of impervious area(s) on the site. May utilize building permit data when appropriate as a possible way to permit reporting. Ensures the correct Equivalent Residential Unit (ERU) calculation based on impervious surface area data. Reviews Customer Information System (CIS) reports to ensure accurate assessment of appropriate fees and that those fees are allocated to the appropriate customer. Discusses and assists in resolving customer issues regarding the accuracy of their impervious area on the site. Work with owners to assure that the appropriate organizations receive the proper billing assessment in accordance with the Stormwater Ordinance.

Analyzes Property Appraiser Building Use data in comparison to other reports, documents, and sketches of measured sites to calculate and ensure consistency in the amount of both residential units as well as commercial and governmental billable square footage on the site using established methodology. Reviews Customer Information System (CIS) reports to ensure accurate assessment of appropriate fees and that those fees are allocated to the appropriate customer. Discusses and assists in resolving customer issues regarding the accuracy of billable square footages on the site. Work with owners to assure that the appropriate organizations receive the proper billing assessment in accordance with the Fire Service Fee Resolution and established methodology.

Other Important Duties

Recommends strategies to improve revenue gains or to ensure consistent and accurate impervious area records in Stormwater. Recommends strategies to improve revenue gains or to ensure consistent and accurate billable square footage records in the Fire Service Fee program. Recommends and reviews billing reports to improve revenue gains and consistent application of ordinances for metered services, when needed. Conducts research, develops, and provides information for demographic analysis for program(s) needs and expansion. Performs field related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Considerable knowledge of automated information system as applied to multi-phase utility billing and record keeping. Knowledge of computer databases. Knowledge of computer database design and report writing. Ability to communicate effectively both orally and in writing. Ability to conduct field inspections. Ability to manage multiple projects in an efficient and professional manner. Ability to establish and maintain effective working relationships as necessitated by the work. Skill in the use of personal computers and associated programs and applications required for successful job performance. Skill in ascertaining facts from personal contact, observation of utility facilities in operation, and examination of records as to use and history in order to take or recommend remedial action. Ability to coordinate with other City departments in utilization and coordination of data and to seek improvements in areas that utilize the same metered and unmetered data. Considerable knowledge of domestic and industrial wastewater treatment processes. Considerable knowledge of local conditions including location of existing buildings and of sanitary sewers and water mains. Considerable knowledge of field safety when working around manholes. Considerable knowledge of the operations and procedures involved in utility consumption reporting, meter reading, and utility diversion. Considerable knowledge of new construction of water and sewer systems. Knowledge of customer billing procedures. Knowledge of municipal utility rules and regulations, including rates and meters in general. Ability to analyze and interpret utility consumption, revenue, and past service history reports. Skill in the proper handling and use of portable flow and sample monitoring equipment. Knowledge of customer billing procedures. Knowledge of municipal utility rules and regulations, including rates, ordinances governing the collection of stormwater fees and resolutions governing the collection of fire service fees. Ability to track new development permits for use in the calculation of the stormwater bills. Ability to track new development permits and utilize Property Appraiser Building Use data for use in the calculation of the fire service fees. Ability to read and interpret maps and simple blueprints. Ability to analyze and interpret utility revenue and past service history reports. Skill in using simple field measuring equipment.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and six years of paraprofessional or technical work experience in utilities operation, utility billing, utility customer service, utility accounts systems, utility collections, or utility credit; or an equivalent combination of training and experience.

Necessary Special Requirement

At the department director's discretion, must possess a valid Class E State driver license at the time of appointment.

Established: 01-25-95
Revised: 08-27-97
09-29-03*
04-27-09*
04-14-21