

MAJOR FUNCTION

This is responsible and technical work involving the prevention, detection, investigation, and prosecution of unauthorized use of utility service and intentional damage to utility equipment. The incumbent is responsible for discovering, preventing, and investigating unauthorized use of electrical power, water, or natural gas thereby minimizing both actual and potential losses to the utility. Tactfulness and courteous attitudes are essential because the investigation process is complicated and delicate in nature. The employee normally works independently and is expected to exercise sound judgment, but consults with supervisor on difficult or unusual cases. Duties include analyzing reports and consumption histories to determine charges and calculate amount of power, water, or natural gas diverted. Work is reviewed through reports, periodic review, and by results obtained.

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

Responsible for conducting utility diversion investigations to prevent, detect, and pursue prosecution of individuals for unauthorized use of utility service and intentional damage to City equipment. Responds to unauthorized consumption reports from computer printout, meter reading, electric, or underground utility employees or other sources; and takes necessary policy action. Conducts investigations on scene, procures and preserves evidence, and takes statements from witnesses. Completes and writes reports for the department records and case documentation for the State Attorney. Appears at hearings, in court, and other proceedings as a witness for the City. Conducts termination hearings before utilities are disconnected when requested by customer. Participates in development of basic legal cases, both criminal (utilizing local authorities for actual apprehension) and civil. Writes probable cause statements that results in preparation of warrants out of State Attorney's or Sheriff's Office. Participates in training for City employees, law enforcement agencies, and State Attorney's Office. Reviews and analyzes data and consumption history to determine charges, and calculates amount of service diverted. Uses computer terminal to access the main frame to make orders relating to disconnects, reconnects, and identification of diversion accounts. Performs related work as required.

Other Important Duties

Performs special projects as assigned. May participate on ad hoc committees. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge and understanding of Florida statutes dealing with utility diversion, criminal mischief, and theft of property and service. Considerable knowledge of the City's ordinances relating to meter tampering. Considerable knowledge of policies and procedures followed in utility diversion investigations. Knowledge of electrical theory and application. Knowledge of customer billing procedures. Knowledge of municipal utility rules and regulations or policies, including rates concerning disconnects and meters in general. Ability to read electric, water, and gas meters; and perform calculations accurately and quickly. Ability to use technical equipment, computer terminals, ammeters, voltage meters, ohmmeters, and related metering equipment. Ability to use hand tools needed for immediate disconnect of a diversion situation. Ability to diffuse potentially dangerous and hostile confrontations during diversion investigations. Ability to understand and execute difficult oral and written instructions and to prepare and comprehensive written reports. Ability to express oneself clearly and concisely, orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the job. Ability to inspect electric, water, and gas meters; and recognize incorrect or improper installation. Skill in the use of personal computers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of an associate's degree; or successful completion of ninety (90) quarter hours or sixty (60) semester hours a college or university; and three years experience that includes electric metering, meter reading, or electric utility service work; or an equivalent combination of training and experience.

Necessary Special Requirements

Possession of a valid Class E State driver's License at the time of appointment.

Must possess Utility Theft Investigation certifications or obtain within six (6) months of accepting position as a condition of continued employment.

Established: 12-27-83

Revised: 03-05-87

03-18-87

01-16-90

10-10-03*

08-10-09*

02-16-18