

**MAJOR FUNCTION**

This is direct and indirect public contact work assisting City customers concerning electric, gas and water utilities services; or solid waste and/or recycling services, and responding to inquiries related to specific and general government services. Work involves continuous public contact and is performed under the general direction of a supervisor; however, employee is expected to exercise considerable judgment in the performance of daily tasks as well as tact, patience, and self-control under trying circumstances. Work is reviewed through observation, conversation, and by results obtained.

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

Receives and responds to telephone, written, or in-person requests for information and service from citizens about the policies, procedures, and functional activities of the City government, and about various public agencies. Establishes and terminates existing residential and commercial utility account service. Assists customers concerning utility consumption inquiries based on account history and knowledge of various problems associated with high consumption. Issues and records re-reads on meters. Provides instruction to customers on how to read utility meters. Determines billing errors, and adjusts accordingly. Explains rates, calculates bills, issues duplicate bills, and authorizes non-pay cutoff extensions. Gathers audit, meter history, bill and consumption analyses data. Receives and resolves inquiries and/or problems by either providing the information or by preparing citizen action orders. Transmits citizen action orders to the appropriate departments, and follows-up with customers to determine if desired action was accomplished. Responds to customer service requests and complaints regarding Solid Waste services by inputting customer requests and complaints into the Customer Assistance Request System ([CARS], an automated tracking system). Generates work orders and tracks completion by division supervisors and communicating directly with supervisors, contractors. Contacts administrator and supervisors, and customer service representatives to ensure timely resolution on each work order issued. Responds to customer requests by providing information regarding residential and commercial recycling activities, separation of garbage and trash, residential and commercial pick-up schedules. Records all requests for commercial front-end loader, recycle and roll-off container services. Develops route schedules for on-call and special services. Receives new service account work orders from utility services, codes accounts according to type of service and service area, initiates work orders starting refuse collection, recycling and trash collection. Ensures closure of customer requests and complaints and inputs resolutions of work orders into database. Provides summary and special reports to monitor activity. Analyzes reports to determine problem areas, trends and issues regarding service levels. Receives interrupted service notification from commercial drivers on a daily basis; notifies contact person of problem with recommended solution. Performs related work as required.

**Other Important Duties**

Identifies trends and collects data related to public opinion of the City organization, services, responsiveness and/or need for problem resolution. Refers citizens to social service agencies as appropriate. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Some knowledge of the City's utility and general governmental services, functions, organization, ordinances, rules, policies, procedures, and regulations. Some knowledge of the geography of the City. Some knowledge of utility billing cycles, causes for high bill consumption, recycling, and solid waste collection information. Some knowledge of service schedules, utility records, and types and location of available information. Some knowledge of basic typing and computer terminal or microcomputer operations essential to successful job performance. Ability to work effectively under

stress. Ability to understand complex account problems and exercise considerable judgment in making decisions in accordance with laws, rules, policies, and procedures. Ability to communicate clearly and concisely in a pleasant modulated voice. Ability to read, interpret, and calculate utility bills. Ability to access and use data processing records, both on-line and printouts. Ability to prepare and maintain routine reports and records. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to follow complex written and oral instructions. Ability to organize thoughts and ideas quickly, and transform them into action.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and two years of experience that includes utility customer relations, utility billing or accounting, or data processing applications; or as a receptionist, telephone operator, bank teller, or cashier; or an equivalent combination of training and experience.

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