

## **UTILITIES INFORMATION SPECIALIST**

### **SUMMARY/PURPOSE**

Under general direction and using independent judgment, the Utilities Information Specialist will establish and perform utility office support services, to include preparation of complex documents and reports, advise, assist, and train staff who perform office support service, and provide service to the public on complex or specialized utility related matters.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)**

1. Collect, analyze, consolidate, and summarize utility data from different sources.
2. Prepare, check, record, and analyze complex utility data, forms, reports, notices, bills, invoices, statements, registrations, permits, utility service applications, legal descriptions, and other documents.
3. Collect, analyze, consolidate, and summarize information, data, and materials for typing.
4. Compose utility related letters, assessments, work orders, minutes, requisitions, schedules, contracts, orders, service appointments, agendas, and other documents.
5. Write complex letters, memos, correspondence, and other materials from statutory procedures, standard practice, rough drafts, and oral/written instructions.
6. Independently respond to routine utility related correspondence and process papers and documents for which standard forms and procedures are available.
7. Review, check, process, and distribute typed reports.
8. Calculate utility related charges, secure payments, issue receipts, balance accounts, and deposit money from charges, fees, bills, and deposits.
9. Calculate, balance, reconcile, and post utility billing and payment data to financial records and utility customer accounts.
10. Obtain, record, distribute, and route mail and correspondence.
11. Establish and maintain filing systems including confidential utility account applications, billing and payment information, and utility related systems where discretion and decision-making are involved.
12. Requisition, store, distribute, and inventory office supplies and equipment.
13. Schedule, arrange, prepare, and provide clerical support for meetings and events.
14. Maintain calendars, datebooks, and schedules.
15. Assist in the establishment and modification of office procedures as required.
16. Verify confidential utility and utility customer data for entry including checking source documents for accuracy and completeness.
17. Perform entry, retrieval, and compilation of data from source documents using data entry, personal computer, and retrieval of data from current databases using established procedures.
18. Operate and maintain office and meter reading equipment, to include, copiers, computers, calculators, scanners, handheld meter readers, printers, and other office equipment as needed.
19. Establish and maintain computer files and databases using available utility software.
20. Train assigned personnel.
21. Provide utility customer service support using the telephone, email, direct customer contact, and other written, verbal, or electronic communication.
22. Manage customer phone calls to fully understand the problem/concern and use independent judgment to determine the proper course of action.
23. Provide information, respond to questions, and interpret regulations, policies, statutes, and procedures related to utility services.
24. Acknowledge utility customer complaints and problems and resolve them, dispatching the appropriate crew or refer them to appropriate party.
25. Secure, review, approve, deny, and issue forms, applications for utility service, permits, contracts, and certificates.

26. Review records and collect information concerning delinquent accounts to determine utility security deposits and collection past due bills.
27. Manage department procedures in response to water and natural gas utility related emergencies and complete required data collection and retention records.
28. Detect and analyze indicated metering abnormalities in relation to past consumption patterns, seasonal variations, and other pertinent factors, and to draw reasonable conclusions.

#### JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
  - A. An associate degree or equivalent in a related field, plus three (3) years of progressively responsible secretarial and administrative work; OR five (5) years of related professional experience.
  - B. At least one (1) year of billing experience preferred.
2. License /Certification Requirements
  - A. Ability to obtain operator qualifications within six (6) months of hire and maintain certifications thereafter.
3. Knowledge Requirements
  - A. Knowledge of modern office methods, procedures, and equipment.
  - B. Knowledge of alphabetizing, indexing, and filing systems.
  - C. Knowledge of mathematics.
  - D. Knowledge of English to include spelling, grammar, sentence construction, and punctuation.
  - E. Knowledge of business letter writing and forms.
  - F. Knowledge of general office budgeting and bookkeeping terminology, practices, and procedures.
  - G. Knowledge of billing and payment processes.
  - H. Knowledge of department procedures for water and natural gas utility related emergencies.
4. Skill Requirements
  - A. Skill in typing at a proficient rate.
  - B. Skill in making accurate computations.
  - C. Skill in comparing and proofreading names, numbers, and other data accurately and rapidly.
  - D. Skill in counting money, making change, and issuing receipts.
  - E. Skill in operating word processing, data entry, computing, duplicating, calculating, adding, teller audit machines, and other office equipment.
  - F. Skill in composing business correspondence using independent judgment.
  - G. Skill in establishing, organizing, maintaining, and updating manual and electronic files and records.
  - H. Skill in interviewing customers to obtain relevant customer information and make arrangements for payment of past due bills.
5. Ability Requirements
  - A. Ability to interpret questions, provide satisfactory explanations, and resolve customer complaints and inquiries.
  - B. Ability to write legibly and communicate effectively verbally and electronically.
  - C. Ability to understand and execute complex policies/procedures and oral/written instructions.
  - D. Ability to work independently and exercise discretion in absence of specific instructions or supervision.
  - E. Ability to organize, prioritize, assign, and review work.

- F. Ability to learn and explain a wide variety of technical procedures and policies.
  - G. Ability to train personnel in office duties and provide feedback.
  - H. Ability to obtain and maintain job-related certifications as required by the employer.
  - I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationship with co-workers, supervisors and the public.
6. Physical Ability Requirements
- A. Ability to sit, stand, walk, push, and pull.
  - B. Fine dexterity to use computer keyboard for extended periods.
  - C. Ability to transport one's self to and from work.
  - D. Ability to perform LIGHT WORK (defined as lifting 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds).

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