



City of Phoenix

UTILITIES SERVICE TRAINEE

(Non-classified)

JOB CODE 01360

Effective Date: Rev. 5/92

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to learn to perform a variety of specialized customer service tasks involved in the accurate billing of customer accounts for the Water Services Department, Customer Services Division. Utilities Service Trainees participate in on-the-job and classroom training in each of the Customer Services work units; Billing Services, Information Services, and Remittance Services. Duties increase in both scope and difficulty as the trainee demonstrates the ability to function independently. Performance is evaluated by a Utilities Service Supervisor I after each segment of the 12-month structured training program. Successful completion of the Utilities Service Specialist Trainee Program results in appointment to the Utilities Service Specialist classification.

ESSENTIAL FUNCTIONS:

- Learns and then performs with increasing independence Utilities Service Specialist duties;
- Analyzes account information, answers inquiries and resolves complaints from the public or Customer Service personnel regarding water bills, sewer and sanitation fees and miscellaneous fees and taxes listed on the water statement at a Customer Service counter, or on the telephone;
- Initiates or terminates water service at the request of the customer;
- Accepts payments for water, sewer, engineering, and sanitation services;
- Drafts responses to written correspondence from the public and other City departments;
- Investigates delinquent accounts to determine if appropriate to issue a Field Work Order (FWO) for a water shutoff;
- Refers customers to Utilities Credit Counselors;
- Processes and adjusts exception accounts requiring manual intervention in order to ensure proper billing;
- Updates and corrects information on the Water Customer Information System (WCIS) data base, including information on new and existing water customer accounts and account adjustments to ensure proper billing;
- Updates quarter section maps with new account information;



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- Completes future cards, receipts for payment, reports, etc., as required to ensure proper billing of accounts;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Skill in:

- Alpha and numerical filing.
- Solving basic arithmetic problems in order to calculate bills, make billing adjustments and provide correct change.

Ability to:

- Communicate orally with co-workers, customers, clients, or the public in a face-to-face one-to-one setting, in a group setting or using a telephone.
- Comprehend and make inferences from written materials.
- Operate a variety of standard office equipment requiring continuous or repetitive arm-hand movements.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Learn job-related material through oral instruction and observation in an on-the-job setting and through structured lecture and reading in a classroom setting.
- Enter data or information into a terminal, PC or other keyboard device.
- Work safely without presenting a direct threat to self or others.
- Work cooperatively with co-workers, customers and the public to provide information or resolve difficult problems.
- Observe, compare or monitor data to ensure proper billing of customers.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of clerical experience involving public contact, demonstrated typing ability, and completion of a high school level course in bookkeeping. Other combinations of experience and education that meet the minimum requirements may be substituted.



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