



City of Phoenix

UTILITIES SERVICE SPECIALIST

JOB CODE 01370

Effective Date: Rev. 5/18

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform a variety of specialized customer service tasks in the Water Services and Public Works Department. Incumbents provide direct customer assistance in initiating or terminating utility service, accepting payments, resolving bill complaints and disseminating information. Employees can be assigned administrative support in the following functions: weigh stations, delinquent collections, responding to correspondence, pay stations, contact center, and the billing center. Work is performed under the general supervision of a Water Customer Services Supervisor † or Solid Waste Foreman.

ESSENTIAL FUNCTIONS:

- Analyzes customer information, answers inquiries and resolves issues from the public regarding city services bills or weigh station transactions; initiates or terminates utility services at the request of the customer.
- Accepts payments for utility or transfer station services.
- Authors responses to written correspondence from the public and other City departments.
- Investigates delinquent accounts to determine if appropriate to issue a Field Activity for a water turn off.
- Refers customers to Utilities Credit Counselors or Public Works fiscal staff.
- Updates and corrects information in the Customer Care and Billing system or in a point of sale system.
- Answers telephones and documents all aspects of calls and actions in the Customer Contact and Billing system.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Reconciles financial daily transactions

Required Knowledge, Skills and Abilities:

Knowledge of:

- Policies and procedures of the Customer Service Division.
- City Codes and Ordinances pertaining to billing operations, delinquent accounts and sewer and sanitation fees.
- Cash handling and balancing procedures.



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Required Knowledge, Skills and Abilities (cont.):

Skill in:

- 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 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.
- Exercise appropriate precautions by visually screening material loads
- Work irregular shifts and holidays

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of Customer Service experience performing functions such as cash handling or experience in a large customer call center.