



**City of Phoenix
UTILITIES SERVICE SPECIALIST
ASSIGN: LEAD**

JOB CODE 01371

Effective Date: Rev. 5/18

DISTINGUISHING FEATURES OF THE LEAD ASSIGNMENT:

The fundamental reason a Lead Assignment exists is to assist in supervising other employees. This lead work is in addition to the regular duties as described in the base classification job description.

While the duties of Lead positions can vary by department and work group, some examples of Lead responsibilities include:

- Training new and current employees.
- Assigning, reviewing, and approving work.
- Handling the more complex and technical problems and customer inquiries in the work unit.
- Supervising a work unit whenever the regular supervisor is absent.
- Completing various activity statistical reports, budget monitoring, and/or other special projects.
- Ensuring that department management is informed of critical issues or other emergencies.
- Providing input on employee performance evaluations and disciplinary actions.
- Handling the day-to-day scheduling of employee breaks, work periods, and coverage of work stations or public counters.
- Ensures work is performed in compliance with section/division/department standards and established deadlines.
- Depending on staff assignment may perform other duties and tasks.

Lead*U7: Some Lead positions, such as "Lead-Unit 7," perform the full range of supervision over others. This would include the examples above, plus such responsibilities as conducting employee performance appraisals; approving leave and overtime; and handling hiring, firing, discipline, and grievances of employees as a first-level supervisor.

The Lead assignment is distinguished from the base classification by supervisory responsibilities, responsibility for the more complex and technical work situations, the independence with which duties are performed, and decision making authority.



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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 water, sewer or trash services.
- 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 water, sewer and refuse fees.
- Cash handling and balancing procedures.

Skill in:

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



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Required Knowledge, Skills and Abilities (cont.):

Ability to:

- Communicate effectively 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 resolving customer issues, cash handling or work experience in a fast-paced, busy environment.