



City of Phoenix

# Utilities Service Specialist Assignment: Water

Job Code:	01372	Job Function:	Special Clerical
Salary Plan:	006	Grade:	325
FLSA:	Nonexempt	Labor Assign:	Unit 3 AFSCME 2960
Benefit Cat:	003	EEO-4:	Administrative Support
SOC:	43-4051.00	Last Revision:	September 2021

*The listing of duties and responsibilities shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the essential functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.*

## **DISTINGUISHING FEATURES OF THE ASSIGNMENT:**

The fundamental reason this assignment exists is to recognize the higher level of complexity in managing calls and billing questions in the centralized contact center of the Water Services Department. This work is in addition to the regular duties as described in the base classification job description. While the specific duties of the Water assignment can vary by work group, some examples of the higher level of complexity and specialization include:

- Review, understand and verify rental agreements, property leases, closing documents, deeds and other legal documents to process Applications for City services to open, close and transfer accounts
- Determine, collect and bill commercial and residential deposits for new or delinquent accounts
- Gather and analyze all relevant information to assess validity of complaints and to determine possible causes, such as rate changes, leaks or extreme weather conditions that could impact utility bills
- Strictly adheres to all Red Flag guidelines when working with sensitive customer information
- Updates account mailing addresses based on address overrides or postal updates
- Research and analyze utility account searches on all applicants for service to identify and collect any outstanding balances on prior accounts prior to approving new service
- Understand and explain to customers how to access and utilize the website for ebills, auto pay, and change of addresses
- Understand and explain to customers how to access and utilize IVR payments
- Understand and be able to explain to customers the rules, regulations, policies and operational procedures of City of Phoenix Ordinance Chapter 28 and 37
- Enters and verifies AutoPay applications and cancellations appropriately
- Advise customers of organizations offering assistance with utility payments
- Interpret utility rate schedules and customer billing records
- Receive, analyze and make a determination following Department guidelines on customer requests for sewer fee review
- Prepare requests for late fee adjustment reviews
- Evaluates and establishes payment arrangements with customers



## **City of Phoenix**

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to perform a variety of customer service tasks. Incumbents provide direct customer assistance regarding city services billing, initiating or terminating utility service, accepting payments, resolving bill complaints, monitoring for acceptable and non-acceptable material delivery, and disseminating information by utilizing a complex group of computer programs, systems and knowledge resources. Employees may be assigned to administrative support in the following functions requiring multiple systems and technological knowledge: weigh stations, banking, delinquent collections, responding to correspondence, pay stations, contact center, and the billing center.

### **SUPERVISION RECEIVED/GIVEN:**

Work is performed under the general supervision of a Water Customer Services Supervisor I or II.

### **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
- Serves a critical response function during emergency situations
- Elevates the most complex and contentious issues to appropriate higher-level staff
- Updates and corrects information in the Customer Care and Billing system or in a point of sale system
- Reconciles financial daily transactions
- Answers high volume telephone, email and web portal inquiries, documenting all aspects of the interaction in the customer Care and Billing system
- 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:**

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

Ability to:

- Use multiple technologies to assist customers with their utility account and requests
- Solve basic arithmetic problems to calculate bills, make billing adjustments and provide correct change



## **City of Phoenix**

- 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
- Ability to lift and carry 25lbs up to 90ft
- Able to sit and/or stand for entire shifts
- 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
- Multi task between multiple computer systems quickly
- Adapt to an ever-changing work environment
- 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 contact center

Other combinations of experience and education that meet the minimum qualifications may be substituted