



City of Phoenix

UTILITIES CREDIT COUNSELOR

JOB CODE 50160

Effective Date: 3/18

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide assistance and counseling to customers that are facing financial hardship to minimize the number of delinquent accounts of the City. Working within established guidelines, Utilities Credit Counselors provide assistance to customers in identifying means to meet the City's credit and collection requirements. The authority to extend credit to customers and the diplomacy required to work with difficult situations distinguishes this class from the Utilities Service Specialist. This classification also performs back up customer service in the contact center dealing with elevated customer issues and concerns. Work is performed independently with general supervision received from the Utilities Service Supervisor I who evaluates work on the basis of results achieved.

ESSENTIAL FUNCTIONS:

- Interviews customers to determine whether a customer qualifies as a financial hardship case;
- Analyzes customer accounts to determine the customer's credit status;
- Establishes payment arrangements for financial hardship customers, tracks accounts for customers with whom credit arrangements have been made and follows up with customers when necessary to ensure that payments are received;
- Refers low-income customers to appropriate social service agencies for financial assistance;
- Manually tracks accounts receiving energy assistance from social service agencies to ensure that the customer's water is not turned off;
- Advises customers of the City of Phoenix credit policies and procedures.
- Follows up on elevated customer service calls/issues, supporting an assigned Customer Contact team.
- Tracks various trend and call reports.
- Provides training briefs and assists supervisors with identifying training needs and materials.
- Completes related projects as assigned.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.



City of Phoenix

Required Knowledge, Skills and Abilities:

Knowledge of:

- Available community social services and energy assistance funds.
- City of Phoenix credit and collection policies, codes and ordinances pertaining to Water, Sewer and Sanitations bills/fees, and customer service policies and procedures.
- Office terminology and procedures.

Ability to:

- Communicate orally with co-workers, customers, clients, or the public in a face-to-face one-to-one setting, via telephone, email or other written communication.
- Work cooperatively with other City employees and the public often in stressful situations.
- Provide good customer service using skills in problem solving, de-escalation, and active listening.
- Work safely without presenting a direct threat to self or others.
- Enter data or information into a terminal, PC or other keyboard device.
- Make arithmetic computations quickly and accurately.
- Comprehend and make inferences from written material such as City Codes, Ordinances and credit-related policies.
- Observe, compare or monitor data to ensure proper billing of customers.
- Operate a variety of standard office equipment requiring continuous or repetitive arm-hand movement.
- Learn job-related material primarily through oral instruction and observation in an on-the-job setting.

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:

Two years of experience working as a Utilities Service Specialist, or work experience in a large customer call center, banking operation, or high volume billing office supplemented by completion of college level courses in business administration or public administration or related field, customer service training, or public service/community service experience. Other combinations of experience and education that meet the minimum requirements may be substituted.