

## CITY OF WASCO POSITION DESCRIPTION

| PERTINENT POSITION DESCRIPTION DATA                              |   |                       |
|--|---|-----------------------|
| <b>Position Title:</b> Utility Technician                        | <b>Department :</b> Finance/Water       |                       |
| <b>Reports to:</b> Accounting Supervisor/Superintendent of Water | <b>FLSA Classification :</b> Non-Exempt |                       |
| <b>Career Ladder:</b> Account Assistant I                        | <b>Pay Grade:</b>                       | Approval Date 6/20/06 |

### POSITION SUMMARY:

The fundamental reason this classification exists is to perform a variety of specialized customer service tasks in the Water and Finance Divisions. Incumbents provide direct customer assistance in initiating or terminating water service, accepting payments, resolving bill complaints and disseminating water conservation information. Employees support the following functions: OCR/Pre-audit, delinquent collections, responding to correspondence, exception processing, and account adjustments. Work is performed under the general supervision the Accounting Supervisor and water Superintendent.

### CLASS CHARACTERISTICS:

### ESSENTIAL RESPONSIBILITIES:

Generates and prepares delinquent customer list monthly

Discontinues water service to delinquent accounts; tracks delinquent payments and re-connects customer water service accordingly as directed

Investigates delinquent accounts to determine if appropriate to issue a Field Work Order (FWO) for a water turn off

Initiates or terminates water service at the request of the customer;

Reads and records meter readings and other required meter identification information; generates work orders to have damaged and/or malfunctioning metered repaired

Locates customer service valves/water meters using quarter section maps or electronic detectors.

Raises, lowers, replaces customer service valve covers, or meter boxes

Maps customer service valve/meter locations

Determines number and size of customer service connections

Determines customer classification and number of users per connection

Sets up barricades and other warning devices to channel traffic around construction areas or other hazards

Analyzes account information, answers inquiries and resolves complaints from the public regarding water bills, sewer and sanitation fees and miscellaneous fees at a customer Service counter or on the telephone;

Authors responses to written correspondence from the public and other City departments

Processes and adjusts exception accounts requiring manual intervention in order to ensure proper billing

Updates and corrects information on the Munis data base, including information on new and existing water customer accounts, account adjustments, type of meter, meter locations, status of field work orders and route changes to ensure proper billing;

Performs account audits to ensure accurate billings

Reviews exception reports, daily turn on service requests and abnormal read reports and determine if field work orders need to be issued or if other changes need to be made in order to ensure proper billing;

Completes future cards, receipts for payment, reports, field work orders, routing change requests, etc., as required to ensure proper billing of accounts;

Identifies and corrects meter reader errors on a daily basis and informs supervisor of errors found

Answers telephones, takes messages and transmits information to field personnel on the radio

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

May be required to work during unscheduled time and shifts

May perform other work as assigned

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#### **MINIMUM QUALIFICATIONS:**

**Knowledge of** – Policies and procedures of the Water and Accounting Division; City Codes and Ordinances pertaining to billing operations, delinquent accounts and sewer and sanitation fees. Cash handling and balancing procedures

**Skilled in** – Alpha and numerical filing; Solving basic arithmetic problems in order to calculate bills, make billing adjustments and provide correct change

**Ability to** - Work in a variety of weather conditions with exposure to the elements; learn and practice trench safety regulations, hard hat and vest policies; Use common hand tools such as hammers, saws,

screwdrivers or similar tools; travel across rough, uneven or rocky surfaces; setup and remove barricades, traffic cones or similar objects; Dig up ground for ditches or holes using pick, shovel, spade or other tools; Move debris or other material from one place to another using shovel, rake or other tools; Measure distance using a tape measure or other measuring devices; 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.

**Licenses and Certificates** – Possession of or ability to obtain a valid California Driver’s License may be required

**Physical Abilities and Work Environment** – Must be able to stand for extended periods of time in both indoors and a variety of outdoor physical weather environments with exposure to extreme temperatures, walk over uneven ground, climb stairs and ladders, stoop, bend and kneel, operate motorized vehicles, possess the manual dexterity to use small hand tools, use keyboard equipment and be able to lift up to 50 pounds.

**Other** – Bilingual fluency in English and Spanish is desirable.

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### **EDUCATION AND EXPERIENCE:**

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the City. A typical way to obtain the knowledge, skills, and abilities is:

**Experience** – Six months working in an office or construction environment with a demonstrated ability to do mechanical work as shown by prior experience and training or through an examination

**Education** - Graduation from high school or G.E.D. equivalent

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### **ACKNOWLEDGEMENT**

A review of this position has excluded the marginal functions of the position that are incidental to the performance of essential job duties. The duties and responsibilities are essential job responsibilities and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the knowledge, skills and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels required for this position.

I acknowledge that I have received a copy this position description

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Print Name

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Signature

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Date