

SENIOR UTILITY ASSISTANT

DEFINITION

The Sr. Utility Assistant may be responsible for directing daily work of the Utility Assistants I/II and/or overseeing the billing, collections and cashing operations. Responsibilities include scheduling and assigning work, setting priorities, ensuring daily work is performed correctly and on schedule; training Utility Assistants I/II; and personally reading, recording, and/or billing utility accounts. Performs related work as required. This job classification is distinguished from the Utility Assistant II and Utility Billing Assistant positions by the level of problem solving and independent judgment used in applying policies, rules and regulations to various billing and customer service-related matters.

SUPERVISION RECEIVED/EXERCISED

Immediate supervision is received from the Revenue Manager; may provide direction to Utility Assistants I/II in a Lead capacity.

TYPICAL DUTIES

1. Schedules and assigns tasks to subordinate personnel. Inspects work to ensure it is performed according to established standards; trains new and current employees to perform assigned tasks; provides information to supervisor regarding subordinate work performance.
2. As necessary, examines and seeks to determine causes of malfunctioning meter reading devices; sends devices to vendor for repair and/or service as needed.
3. Resolves water meter accessibility concerns with property owners or with other appropriate persons; coordinates the installation, removal, repair, and service of water meters with appropriate City personnel.
4. Assumes lead in resolving utility payment delinquencies including making alternative payment arrangements, coordinating service terminations for non-payment, and collection of delinquent closed accounts.
5. Personally reads water meters to record water consumption; turns on/off water service.
6. Answers questions, provides information regarding City codes, policies and procedures; and utility rates, service and billing.
7. Oversees the preparation and distribution of utility service billings, the collection and posting of payments, centralized cashing functions, and bank deposits.
8. Calculates and initiates reimbursements to other agencies; oversees department purchasing; and maintains the Petty Cash fund.

City of Pleasanton
Senior Utility Assistant- Page 2

9. Maintains rate tables in the billing system; writes basic reports using the report writer feature; works with software system consultant to identify, recommend and implement needed upgrades; provides information and reports to the Accounting Division, and assists with monthly and yearly billing system and general ledger reconciliations; provides information to the Water Planning Division for use in rate studies and analyses; and participates in rate setting meetings. Assists Public Works and Planning Departments in monitoring sewer capacity issues.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Thorough knowledge of department policy and procedures governing the reading, recording, and billing of utility accounts.
2. Meter reading route design methods to ensure the complete and efficient reading of utility accounts.
3. Thorough knowledge of the appropriate use of electronic account reading equipment and computerized utility billing programs.
4. Accepted procedures for scheduling and assigning tasks and follow-through to ensure completion of tasks.
5. Cash handling procedures and controls.

Skill to:

1. Schedule and assign work to subordinates.
2. Train subordinates to properly perform assigned tasks.
3. Provide meaningful information to manager regarding subordinates performance.
4. Resolve conflict, and deal effectively with customers, general public, and staff.
5. Explain utility billing policies and procedures.
6. Resolves utility records and billing problems.
7. Coordinate the maintenance and repair of electric meter reading equipment with manufacturers.
8. Read and record utility consumption in the field.
9. Work with a minimum of supervision and keep to a schedule.
10. Work as part of a team.

City of Pleasanton
Senior Utility Assistant- Page 3

11. Effectively work with Accounting and Computer professionals.
12. Communicate clearly and effectively with a variety of customers, both internal and external.

Education:

High school graduate or GED equivalent. College coursework in Business, Accounting or a related field preferred.

Experience:

Four years experience in reading meters, performing basic financial recordkeeping/clerical tasks, and/or using a computerized financial or billing system. Customer Service experience and use of electronic worksheets is required

License:

Possession of a valid California driver's license.

Other Requirements:

Walk from five to seven miles a day over varying terrain. Lift 5 to 10 pounds repeatedly, drag up to 50 pounds occasionally. Bend, stoop, squat repeatedly; manual dexterity to operate accurately a 10-key pad and computer keyboard. Sufficient eyesight to read clearly a series of numbers approximately one-fourth inch in height.