



Job Code: 0065
FLSA: NE
Unit: PCEA
Revised: 6/01

UTILITY ASSISTANT II

DEFINITION

Under general supervision, reads and records water consumptions in the field; turns on and off water services; notifies utility customers of delinquent accounts; provides customer assistance including responding to questions and complaints, explaining policies, and providing instructions; performs a variety of simple to complex clerical duties including completion of forms and processing of utility payments, issuance of licenses, performing numerical calculations and reconciliation's, cashing, and preparing bank deposits; performs related work as required.

SUPERVISION RECEIVED/EXERCISED

May receive direction and training from Sr. Utility Assistant; supervision is provided by the Revenue Manager or Financial Services Manager; exercises no supervisory responsibilities. May provide some general training and directions to Utility Assistant I positions.

TYPICAL DUTIES

1. Walks a predetermined route reading water meters and recording information via a hand held, electronic recorder; clears utility boxes of litter to gain access; electronically transfers data from the hand held recorders to the computerized billing system.
2. Assists with the evaluation of meter reading routes and schedules to ensure reading efficiency and team coordination.
3. Ensures the accuracy of account water consumption data by comparing current data with historical data; notifies supervisor of inconsistent consumption readings, and follows up as appropriate.
4. Processes requests for initiation or termination of water service in the field by recording account's current meter reading, locking or unlocking meter, turning on or off water service.
5. Distributes in person delinquent account notices to customers, collects delinquent payments or grants limited payment extensions; turns off water services for non-payment.
6. Assists water customers in determining cause of abnormal water consumption including inspecting the operation of water meters; reports malfunctioning meters to water maintenance personnel.
7. Processes daily mail-in payments, prepares bank deposit, balances deposits to payment stubs; enters and reviews payments in computerized billing system.
8. Responds to customer questions and complaints regarding account balances, consumption, utility billing practices and policies, and rate increases.
9. Provides customer services over the counter including dog, bike, and business license issuance; receptionist duties; and all cashing for Utility, Public Works, Building Inspection, Planning and Business License Functions.
10. Performs various financial/clerical duties including the maintenance of accounting records; prepares form letters; schedules the use of conference rooms and pool cars; maintains office supplies; and files.

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MINIMUM QUALIFICATIONS

Knowledge of:

1. Accepted office practices to include filing and organizing.
2. Account reconciliation methods.
3. Cash handling procedures.

Skill to:

1. Read water meters and record water consumption accurately.
2. Write legibly.
3. Walk 5-7 miles per day on both level and hilly terrain.
4. Work outdoors in all weather conditions.
5. Lift 13 pounds repeatedly and 30 pounds occasionally.
6. Organize, enter and balance a variety of numeric and literal data into a computerized billing system.
7. Call for standard reports and labels from the billing system.
8. Perform cashiering functions.
9. Accurately prepare, maintain and reconcile financial records and forms to include invoices (bills), statements, computerized spreadsheets, etc.
10. Utilize PC-based word processing software to prepare form letters, labels, and basic correspondence.
11. Utilize electronic office equipment including calculators, typewriters, cash registers, letter openers, copiers, printers, etc.
12. Explain basic financial data and procedures.
13. Communicate clearly and effectively with a variety of customers, both internal and external.

Education:

High school graduate or GED equivalent.

Experience:

Two years experience in the position of Utility Assistant I for the City of Pleasanton, or equivalent journey level experience reading water meters and performing basic financial recordkeeping/clerical tasks required. Customer service experience required. Experience working with computerized financial or billing systems required. Experience using electronic worksheets preferred.

License:

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.