

Class Code: 682  
CITY OF ANAHEIM  
Class Specification

Classification:  
SENIOR UTILITY SERVICE REPRESENTATIVE

DEFINITION: Under minimal supervision, performs customer service field and office work involving account set up, collection, distribution, completion, and accounting for field service orders or meter reads and assigns work and work areas.

EXAMPLE OF ESSENTIAL JOB FUNCTIONS - Depending upon area of assignment, responsibilities and duties may include, but not limited to, the following:

Schedules, assigns, and monitors work area, routes and loads of Utility Service Representatives and/or Meter Readers.

Responds to customer inquiries, investigating and resolving complex customer complaints and service problems.

Establishes the routing, coding and assignment of new accounts and assigns account billing numbers.

Maintains various records, logs and files.

Prepares daily and monthly activity reports and other related periodic reports.

Uses a CRT to post and access customer information.

Orders and maintains supply inventory.

Composes customer correspondence relating to field service or meter reading matters.

Trains Utility Service Representatives and/or Meter Readers.

Evaluates job performance and writes the performance evaluation of Utility Service Representatives, Meter Readers, and clerical staff.

Reports suspected diversion incidents.

Assists in the preparation and processing of employee time sheets.

Assists other positions or work units with various support assignments or special projects on an as needed basis.

Performs other job-related duties as required.

JOB RELATED QUALIFICATIONS:

Experience In: Extensive experience as a Utility Service Representative or Meter Reader.

Knowledge Of: Modern methods in meter reading and in connecting and disconnecting water and electric meters; methods used to determine consumer consumption and usage patterns; workings of electric and water meters; types of electric and water meters; diversion methods; utility rate schedules; City ordinances, policies, rules and regulations; CRT operating methods; safety policies and practices; effective leadership methods.

Ability To: Communicate effectively with utility customers; establish and maintain effective working relationships and effective customer relations; use good judgement in interpreting and applying policies and practices without immediate supervision; operate a CRT; speak and write clearly and concisely; gather routine data for reporting and record keeping purposes; and maintain accurate records and logs.

License Required: Possession of or ability to obtain a valid Class C California Driver's License by date of appointment.

Supervision Exercised: Directs and schedules work of Utility Service Representatives, Meter Readers, and clerical staff; reviews work but does not hire or discipline.

Supervision Received: Works under the supervision of Utility Services Supervisor who periodically reviews work.

Career Ladder Information: Experience in this class may meet minimum requirements for promotion to Utility Services Supervisor, or Revenue Protection Coordinator.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Unit of Representation - IBEW  
Revised 3/86 - NASH  
Revised 3/89 - L. Harvey  
Revised 4/90 - C. Harris  
Revised 6/02 - V. Kilmurray  
Revised 1/03 - P. Saldivar  
Doc: CS1324