CITY OF SANTA CRUZ
UTILITY SERVICE REPRESENTATIVE

Reports to	Utility Supervisor
Supervises	Non-supervisory
Bargaining Unit	Service

BASIC FUNCTION

Under general supervision, performs office or field work in assisting customers with utility services provided by the City of Santa Cruz; investigates and resolves customer complaints; performs utility service initiation and closure; provides customers with written and verbal information and instructions; and maintains computerized customer account information. Performs related duties as assigned.

TYPICAL DUTIES (*May include, but are not limited to, those duties listed below).*

- Responds to customer inquiries about water, sewer, refuse, and recycling services and costs.
- Investigates and resolves customer problems and complaints concerning water, sewer, refuse, and recycling services; prepares work orders for field personnel.
- Explains utility service standards and requirements to residential, commercial, and industrial customers.
- Maintains computerized records of utility customer accounts and equipment.
- Processes sign-up and cancellation of utility services.
- Turns water service on and off for new and closing, or delinquent accounts.
- Prepares service orders.
- Prepares utility shut-off notices and place tags on doors of customers with delinquent accounts.
- Physically checks obstructed or buried meters and negative consumption reads.
- Makes collection calls and develops customer payment schedules as necessary.
- Responds to phone and radio service calls.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge:

- Basic computer applications used for word-processing and data management.
- Standard office procedures, practices and equipment.
- Business math.
- Basic cash handling practices and record keeping.

Skills:
- Safe work practices.
- Computerized business systems applications.
- Type 30 WPM.

Abilities:
- Establish and maintain effective working relationships and act in a courteous manner when dealing with the public
- Understand and follow written and oral instructions
- Communicate information and policies clearly and concisely, both verbally and in writing
- Maintain accurate records on work orders and in the computer
- Accurately make basic math calculations
- Use a computer to input and access utility customer and water meter information
- Read maps
- Exercise independent judgment in applying appropriate policies and procedures
- Safely perform manual labor which involves bending, stooping, lifting and carrying items of 15 - 30 pounds, depending on assignment, as determined by a pre-employment physical
- Wear a uniform, if assigned to a field position

OTHER REQUIREMENTS
- At least one Utility Service Representative position in the Water Department will be designated as bilingual (English/Spanish), and the incumbent must successfully pass the City of Santa Cruz's designated bilingual examination.

EDUCATION AND EXPERIENCE
Any combination of education and experience that provides the above knowledge, skills, and abilities combined with any required licenses is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:
- High school graduation or equivalent; and
- Two (2) years of general clerical experience which included heavy public contact responsibility and some cashiering or bookkeeping responsibilities.

LICENSES:
- Possession at time of hire and continued maintenance of a valid California driver's license and a safe driving record.

DESIRABLE QUALIFICATIONS
- Bilingual ability to speak and write in English and Spanish.
- One year of experience using accounting or bookkeeping software.

Classification No.:	199
Date of Issue:	10/99
Supersedes:	6/94 (Formerly Customer Service Representative)
Update:	5/10 (minor update)

Career Ladder

Customer Service Manager
Utility Supervisor
Utility Service Representative