

CLASS TITLE: UTILITY NEW SERVICES COORDINATOR

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for coordinating new utilities services activities, inspecting construction sites and coordinating timely and accurate information flow between the field and multiple computer systems and maintaining records related to new taps activity to support revenue assurance initiatives, and other related assigned duties.

ESSENTIAL TASKS:

- Conducts comprehensive new service setup reviews to verify billing tariffs and charge items accuracy
- Performs field inspections to coordinate various meter installations with other sections and ensure accurate utility system updates
- Attends engineering plans review meetings to ensure billing setups reflect field inspections
- Enters, validates and corrects customer billing information in the utilities systems to ensure accuracy of billing flags and settings on customer accounts and property
- Makes determination of availability and correct district for sewer service
- Works with Permits section to obtain construction plan information
- Analyzes information flow to identify problems, recommends solutions and coordinates with Senior Business Analyst to mitigate billing errors
- Analyzes existing/outstanding permits and coordinates activities to resolve issues
- Reports illegal connections
- Designs exception reports to identify errors or missing information
- Develops and/or finds and recommends efficient service pack groups for the Business Rules Engin new taps function
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business/public administration, computer sciences, accounting or a related field; and two (2) years of utilities or field customer services experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of billing systems, procedures and policies; considerable knowledge of utility information systems, permits and licenses; and considerable knowledge of water systems. Ability to work independently and to analyze, interpret and resolve complex problems regarding meter configurations, service setups and billing rates; ability to develop systems solutions; and the ability to courteously and tactfully communicate with fellow workers, staff from various departments, contractors, utility industry representatives and the public in giving and receiving information.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; occasional pushing up to 60 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, and climbing and smelling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and a Class "D" water license preferred, but not required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting, and occasionally outdoors and in inclement weather; may be exposed to traffic, temperature/weather extremes, and climbing hazards; and requires travel to various City locations.

Class Code: 3506

EEO Code: N-02

Pay Code: AT-32

Page 2 (continued from Utility New Services Coordinator)

Group: Engineering, Planning and Technical
Series: Sub Professional Engineering and Technical

Effective Date: August 11, 2005