

UTILITY ACCOUNT ANALYST

JOB DESCRIPTION

Classification Responsibilities: A Utility Account Analyst is responsible for establishing and maintaining accurate utility billing. This classification ensures proper research and setup of new utility, verification of permits and requirements, and accurate and timely verification of meter billing reads and billing calculations prior to monthly utility billing statements. Primary duties include researching and establishing utility services and specialty accounts, which call for thoroughly researching requirements for new utility services, confirming all permits are in place, assigning appropriate rate codes, and ensuring compliance with relevant regulations; and coordinating with applicable City departments and account stake holders for large-scale development projects. This classification processes billing adjustments including analyzing meter data, billing discrepancies, and errors; processing corrections; and ensuring billing accuracy. Additionally, this individual handles billing exceptions such as investigating non-standard billing situations, initiating field actions as necessary to address and resolve complex account issues, and manages escalated utility billing and meter data issues requiring in-depth analysis. This role completes miscellaneous administrative functions such as supporting other utility account operations and special programs, generating and auditing reports (example: high/low usage), and participating in process improvement initiatives. The Utility Account Analyst is responsible for establishing, billing, adjusting, auditing, and processing all City of Mesa utility services (electric, water, gas, wastewater, solid waste, irrigation, and district cooling). This class performs related duties as required.

Distinguishing Features: Employees in this class are expected to perform day-to-day activities independently and with initiative, attention to detail, critical thinking, and accuracy within established guidelines and procedures under general supervision. This class is distinguished from other clerical classes by the interpretive or procedural analytical work that is required. The part-time designation of this classification has been designated as a non-classified, non-merit system, at-will position. This class is FLSA non-exempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Must possess a High School Diploma or GED. A minimum of three years full-time experience in a utility provider environment or closely related public contact experience involving billing procedures, account maintenance, and extensive customer contact skills.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Associate's degree in Business Administration, Accounting, Finance, Data Analysis, or related field. Experience with utility-specific billing systems, researching/applying utility rate structures and codes, and resolving complex billing discrepancies is desirable. Experience performing account reconciliations and audits is desirable. Proficiency with

Microsoft Excel for data analysis and reporting and demonstrated ability to analyze complex billing data is preferred. Experience with process improvement methodologies preferred. Experience in a government or regulated utility environment is desirable. Experience handling escalated customer service situations is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, contractors, public officials, and utility companies/providers in order to explain City policies, procedures, and fees. Instructs and/or trains others in a classroom setting regarding billing responsibilities, procedures, rate schedule calculations, and account maintenance. Analyzes and generates statistical reports, forms, and other system documents to ensure quality of output, identify billing issues, and make necessary changes in the billing system. Handles special investigations of non-routine billing discrepancies and identifies and works with appropriate internal staff to correct meter reading errors that affect billing. Supports system administration by testing new and existing systems, programs, upgrades, and any peripheral system or device that interfaces with the utility billing system. Analyzes problems and collaborates with appropriate internal staff to resolve them, this could include implementing new systems or upgrades to existing systems. Assists in evaluating and creating Standard Operating Procedures used in customer service. Prepares written documents with clearly organized thoughts and/or using the proper sentence structure, punctuation, and grammar in order to explain City of Mesa policies and procedures relating to back billing accounts, initiation of accounts, mailing address corrections, and maintaining customer records in the Customer Information System (CIS).

Manual/Physical: Reviews the work products of others to ensure compliance with standard operating procedures. Monitors and/or evaluates information to determine compliance with prescribed standards, regulations, and guidelines which includes analyzing, interpreting, correcting, and reviewing reports on a daily and monthly basis. Enters data or information into a personal computer keyboard device (calculator) in order to input account data into CIS, recalculate customer utility charges, and maintain accurate mailing address for customer accounts. Prepares and/or updates graphs or Excel spreadsheets in order to maintain, analyze, and track customer data, billing information, and meter reading statistics. Replaces toner, paper, and/or calculator tape in order to complete daily job duties which require the office equipment involved to be working efficiently and effectively. Prepares boxes and/or bundles of forms, mail, customer correspondence, or fee adjustment forms for distribution to external customers. Sorts, files, and/or distributes incoming mail and products. Works with cleaning fluids and toner using normal, routine, protective equipment to clean computer screens, office area, or replace toner cartridges.

Mental: Plans, organizes, and directs the activities for the distribution of the annual wastewater fee adjustment forms. Prioritizes and assigns work to personnel and prioritizes own work. Resolves procedural, operational, and other work-related problems by settling customer disputes regarding back billing, directing other staff of the errors made and corrections required, and using advanced problem-solving skills, customer service policy, and procedural knowledge. Coordinates work activities, program functions, and/or other tasks with other City departments. Develops departmental short- and long-term objectives. Analyzes data to resolve customer disputes and inquiries, maintains customer records, and corrects usage and account history. Performs mathematical calculations, statistical computations, financial, and/or cost analysis to assist customers with account disputes. Interprets schematic drawings and other visual aids to establish new service premises on CIS and generate meter set service orders for Pinal County and Mesa service customers.

Knowledge and Abilities: *(May vary by assignment)*

Knowledge of:

utility billing policies, practices, and procedures regarding utility services for residential and commercial utility billing operations;
the CIS billing system, Tidemark permitting system, ACCELA/Dimes, My Utility Account, AMI, permitting system, and Adobe Acrobat;
utility metering and meter reading practices, utility routes, rules, regulations, system testing environments, blueprint reading, utility maps, and billing procedures;
financial record keeping methods, including maintaining, adjusting, and making credits and debits to utility accounts;
creating formulas, statistical reports, and spreadsheets in Excel;
utility service area, jurisdiction, and street organization in Mesa, Pinal County, Maricopa County, and surrounding areas;
permitting and inspection processes and requirements;
mechanical component of meters and their functionality; and
utility service line installation requirements for water and gas.

Ability to:

interact tactfully and courteously with the public to explain requirements and policies;
remain calm and professional when dealing with frustrated and/or angry members of the public;
carryout recurring assignments independently without specific instructions;
follow oral and written instructions accurately;
maintain the confidentiality of records when pressed for information by the public;
perform basic to complex mathematical calculations, including: addition, subtraction, multiplication, division, decimals, percentages, and prorations;
analyze and interpret mathematical and billing information;
communicate complex ideas effectively both orally and in writing with a high degree of accuracy;
work well with consumption figures to analyze consumption patterns and detect irregularities in all service types;
follow a problem from its inception to solution in a timely manner;
prioritize workload to meet deadlines and to follow up on billing matters; and
interact with coworkers, other City staff, and customers to establish and maintain effective working relationships.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 6/25

BH/sb/js

CS4192.DOCX

CS4302.DOCX

EEO-A/S

JOB FCTN-OFF

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 46

PAY GRADE: 46

IND-8810

SWORN-N

Non-DOT Random-N

DOT-N

INCREMENTS 64-200