

## UTILITY ACCOUNT ANALYST

### JOB DESCRIPTION

**Classification Responsibilities:** A Utility Account Analyst is responsible for dealing directly with the public in order to ensure accurate billing. This classification is responsible for ensuring utility accounts are billed accurately on a monthly basis. Duties involve: establishing, billing, adjusting, auditing, and processing all City of Mesa utility accounts (electric, water, gas, wastewater, solid waste, irrigation, and district cooling); dealing directly with the public in order to process service requests; analyzing and correcting a wide range of utility billing discrepancies; making billing adjustments; reviewing reports to identify billing errors; reviewing unusual utility account activity (i.e. high/low usage) and making necessary adjustments; handling special investigations of non-routine billing discrepancies; and identifying and correcting meter reader errors that affect billing. Public contact duties require considerable patience, tact, persuasion, knowledge, concise communication, and compassion in interacting with citizens and customers. Employees function with considerable independence in policies and procedures. Attention to detail and accuracy is a key performance criteria for this classification. This class performs related duties as required.

**Distinguishing Features:** Employees in this class are expected to perform day-to-day activities independently within established guidelines and procedures under general supervision. This class is distinguished from other clerical classes by the interpretive or procedural nature of the information provided to the public, by the nature (at times tense and unpleasant or confrontational) of the circumstances of the contact, and by the analytical work that is required. This class is FLSA nonexempt.

### QUALIFICATIONS

**Minimum Qualifications Required.** Any combination of training, education, or experience equivalent to graduation from high school 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. The ability to operate a personal computer (PC) and use word processing software. A minimum typing/keying speed of 35 net words per minute is also required and will be verified prior to employment.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** None.

### 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. Prepares written documents with clearly organized thoughts and/or using the proper sentence construction, 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 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 that include analyzing, interpreting, correcting, and reviewing reports on a daily and monthly basis. Enters data or information into a personal computer other 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 boxed 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 of 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 and 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;  
the Customer Information System (CIS) billing system, Tidemark permitting system, Adobe Acrobat;  
utility metering and meter reading practices, utility routes, rules, regulations, and billing procedures;  
financial recordkeeping methods including maintaining, adjusting, and making credits, and debits to utility accounts;  
creating formulas and spreadsheets in Excel;  
utility service area, jurisdiction, and street organization in Mesa, Pinal County, and Maricopa County as well as 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.

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EEO-A/S

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-OFF

INCREMENTS 62-200

PAY GRADE: 42

SECURITY-No

CDL-No

IND-8810

SWORN-No