

FIELD UTILITY SUPERINTENDENT - CUSTOMER SERVICE FIELD OPERATIONS

JOB DESCRIPTION

Classification Responsibilities: The Field Utility Superintendent - Customer Service Field Operations manages, coordinates, and supervises staff engaged in the day-to-day and emergency response activities of Customer Service Field Operations. The incumbent through subordinate staff oversees supervisors and field staff performing duties such as: connection or disconnection of water, natural gas, and electric utility services for scheduled, unscheduled, and credit related orders; utility diversion investigations in water, gas, and electric utility service areas; conducting high bill investigations associated with customer complaints and City inquires for all utilities; and staff that responds to emergency situations by evaluating, investigating, securing, and repairing the water distribution system. This class manages the utility diversion and unauthorized usage program to minimize revenue loss, prepares and maintains documents/records, and represents the City of Mesa for court actions when required. The Field Utility Superintendent - Customer Service Field Operations must possess a strong knowledge of field operations as well as utilize considerable independent judgment. The incumbent is responsible for activities and performance metrics related to the Customer Service Field Operations sections; reviews work product of supervisory and field staff and evaluates data to ensure compliance with standard operating procedures, safety standards and federal and state utility regulations; develops and administers the section operating budget; develops Customer Service Field Operation Section short- and long-term objectives; compiles financial and statistical reports for the section activities for budgetary and productivity for analyzing performance. The incumbent performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. This class is distinguished from the Field Supervisor - Customer Service Field Operations by its broader supervisory responsibility, involvement in the budget process, and the administrative type duties performed. The employee in this class must be available on a 24-hour basis to cover emergency situations. The Field Utility Superintendent - Customer Service Field Operations receives administrative direction from the Water Resources Department Director or other Deputy Director level, who reviews the work through reports, conferences and an evaluation of results achieved. This class is FLSA exempt-executive.

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. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree with major coursework in business or a related field. Considerable (3 - 5 years) experience in the administration, planning and/or operation of customer service functions in a private or municipal utility including areas such as: field services, meter reading, customer billing, cash remittance processing, phone center operations, business office operations, credit and collections, or customer account management. Considerable (3 - 5 years) supervisory experience.

Special Requirement. Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Coursework in data processing and proficiency in Windows-based software, including Word and Excel, is highly desirable. Experience with Customer Information Systems (CIS) and/or Computerized Maintenance Management Systems (CMMS) is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, public officials, and utility customers in order to administrate the activities of the Customer Service Field Operations Section and to respond to customer complaints and inquiries. Collects, evaluates, and analyzes data to produce letters, memos, and statistical reports in order to obtain information, explain policies, resolve billing disputes and track work and to respond to customer complaints inquiries and disputes. Effectively communicates to management the necessity and justification for policy revisions. Responds to angry, confused and/or hostile customers in a tactful, confidential, knowledgeable and courteous manner.

Manual/Physical: Reviews the work products of others to ensure compliance with standard operating procedures, federal gas regulations, state utility regulations, and safety procedures. Inspects, monitors, and evaluates information and work-related conditions to determine compliance with prescribed operating, safety, or other standards in the administration of the Customer Service Field Operations Section. Operates a motor vehicle requiring a standard Arizona Driver's License to visit work sites, respond to emergencies, and attend meetings. Operates a personal computer (PC) and calculator. Enters data into a PC and a calculator in order to develop responses to customer inquiries and complaints. Meets scheduling and attendance requirements.

Mental: Plans, organizes, and directs the activities of the Customer Service Field Operations Section. Supervises and evaluates the work of subordinate supervisors responsible for overseeing customer service personnel involved in billing, meter reading, and service turn-on/off. Prioritizes and assigns work to personnel and/or prioritizes own work. Resolves procedural and operational problems. Coordinates work activities, program functions, procedural changes, and utility rate increases with Department management and staff. Develops Customer Service Field Operation Section short- and long-term objectives.

Knowledge and Abilities:

Knowledge of:

municipal accounting and finance practices;

modern office organization and practices;

meter reading procedures;

EDP and its applications to billing for services and general accounting terminology used in providing utility services;

customer problem/complaint resolution principles, practices and procedures; and

the principles and practices of employee supervision and training.

Ability to:

organize, direct and implement a comprehensive customer service program;
prepare and administer a section budget;
supervise, train, and evaluate assigned staff;
analyze customer service field activities and problems and take appropriate action;
interpret and apply City and Departmental rules, policies, and procedures as applicable to areas of assignment;
analyze and interpret accounting records;
present oral or written reports;
coordinate activities among various customer service sections (i.e., utility billing, call center, meter reading, turn-on/off) to facilitate efficient and effective operations;
make final determination regarding customer complaints;
conduct review of customer service activities to affect greater productivity;
compile a variety of financial or statistical reports regarding divisional activities;
investigate complaints and recommend corrective action as necessary to resolve problems;
manage the timely billing of charges for utilities;
complete, review and/or approve journal vouchers for adjustments to utility accounts; and
deal tactfully and effectively with utility customers, City employees, and the general public.

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 Job Title and Updated Job Description 3/16

LW/vl

CS5003.DOCX

EEO-O/A

JOB FCTN-ADM

INCREMENTS 55-200

PAY GRADE: 54

IND-9410

SWORN-No