
JOB TITLE:	Utility Services Associate - I
DEPARTMENT:	Administration
REPORTS TO:	Utility Services Supervisor
FLSA STATUS:	Non-Exempt
PAY GRADE	10

SUMMARY OF POSITION

The Utility Services department provides customer service support to the District's utility customers and business support services to District management and staff. Responsibilities for this position include maintaining and servicing customer accounts, processing payments, assisting customers in person and on the phone, account collections, inventory and coordination of IT service requests.

The Utility Services Associate - I is distinguished from Utility Services Associate - II by the performance of entry level to intermediate administrative and clerical duties with some guidance from senior employees or the department supervisor. This position requires the ability to manage multiple tasks, adjust to policy and process changes, and a willingness to adapt to changing priorities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions below:

- Receives and accurately processes utility payments
- Provides assistance to customers and the general public promptly and professionally in person, by phone and in writing
- Maintains customer accounts including setting up new accounts, updating account information, processing billing adjustments and documenting account activity
- Prepares correspondence, including letters and e-mails, and creates and maintains necessary forms and documents
- Maintains records in accordance with the District's Records Retention Policy and all applicable departmental guidelines
- Interacts with external entities and third-party affiliates, such as the City of Apache Junction, Pinal County, title companies, other utilities and municipalities, in a professional manner
- Coordinates IT related service requests with District staff and external IT vendors
- Performs materials management duties including shipping, receiving and inventory control
- Prepares required documentation for the purchasing of commodities and services
- Inspects and coordinates service requests for security equipment
- Demonstrates knowledge and compliance with District policies, procedures and guidelines, and Arizona Revised Statutes as they apply to special districts

CREDENTIALS AND WORK EXPERIENCE REQUIRED

- High school diploma or equivalent
- 1 or more years of customer service, payment processing, billing or clerical experience
- Must be proficient in Microsoft Office products including Outlook, Excel and Word
- *Preferred:* Experience in CUSI and/or Sage 50
- *Preferred:* Experience in a governmental or utility industry

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job.

This position requires working primarily in an interior environment and is performed with possible exposure to environmental conditions associated with operation of a water reclamation facility. Some duties of this job require working in exterior environments with exposure to loud noise and extreme temperatures for limited periods of time.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee must occasionally lift and/or move items up to 35 pounds and may sit for extended periods of time at a workstation typing on a keyboard and operating a variety of standard office equipment requiring continuous or repetitive arm and hand movements.

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time position and regular days of work are Monday through Friday from 7:00 AM to 4:00 PM. Employees in this position may be required to work overtime occasionally.

EQUAL OPPORTUNITY EMPLOYER

We provide equal employment opportunities (EEO), and terms and conditions of employment, to all employees and applicants for employment without regard to race, color, national origin, ancestry, age, physical, mental or sensory disability, religious belief, gender, gender identity, sexual orientation, marital status, past or present military service, family medical history or genetic information, or family or parental status per applicable federal, state and local laws.

DISCLAIMER

The duties and responsibilities of this position are meant to be representative, not exhaustive, and may change at the employer's discretion. Some incumbents may not perform all the duties listed or may perform related duties as assigned. This job description does not constitute an employment agreement and does not change the at-will nature of employment.

ACCEPTED BY EMPLOYEE

Print Name: _____ Signature: _____ Date: _____