



City of Glendale

Employment Opportunity

CUSTOMER SERVICE UTILITY REPRESENTATIVE Glendale Water & Power

PROMOTIONAL AND OPEN EXAMINATION – ONE YEAR PROBATIONARY PERIOD

SALARY \$2,783 - \$4,272 (An 8% PERS contribution is deducted from the listed salary for employee's retirement benefits.)

FILING PERIOD November 7, 2011 – November 21, 2011

THE POSITION

Under general supervision, performs a wide variety of assistance to both internal and external customers in the Billing, Call Center, and Credit and Collections units. Performs detailed record analysis and account maintenance, data input, and public contact work related to the operational, financial, and commercial records of the utility. Interprets and explains divisional policies, procedures, regulations, codes, rate structure, utility bills, and fees. Maintains automated filing systems by scanning, retrieving, sorting, and filing materials, and checks accuracy and completeness of information being filed. Verifies, inputs and tabulates data to prepare charts, graphs, tables, and reports manually or by utilizing a personal computer and calculator. Prepares correspondence, memos, and reports. **ESSENTIAL FUNCTIONS of the job include, but are not limited to:** When assigned to the **Billing:** Analyzes customer records to apply appropriate utility rates. Computes and prepares utility bills. Reviews, audits, analyze and reconciles customer billing records and makes adjustments as needed. Processes production billing, summary billing, and investigates and resolves billing exceptions. Prepares orders to install, remove and repair meters; calculates and posts interest for delinquent balances, calculates and processes billing adjustments. Adds records to CIS system based on new service applications received in accordance to Electric/Water Rules and Regulations as well as GWP policies. When assigned to the **Call Center:** Serves as primary contact center for the utility. Initiates new service, transfers, and disconnects utility service by telephone, correspondence and in person and coordinates with field and billing units. Checks credit ratings, researches, resolves or refers unauthorized utility usage and uses guidelines to determine deposits. Responds to web inquiries. Explains, promotes, and pre-qualifies applications for Public Benefit Programs. When assigned to **Credit and Collections:** Performs financial transactions including cashing, transferring of payments, or unpaid balances, refunding credit amounts or deposits, and issuing refunds. Monitors and reconciles cash funds. Receives and posts electronic payment files. Takes delinquency action on active accounts and performs collection efforts on closed accounts. Files and represents the City in Small Claims Court, files abstracts and tracks judgments. Assumes responsibility for ensuring the duties of the position are conducted in a safe, efficient manner. Performs other related duties as assigned or as the situation requires.

MINIMUM REQUIREMENTS

Knowledge, Skills, Abilities

Knowledge of: basic principles of customer service; Call Center operations and standards, general accounting principles; modern office methods, procedures, and equipments; general clerical procedures; correct English usage, grammar, spelling, and punctuation; basic mathematical operations including fractions, percentages and statistics; accurate record keeping methods including alphabetizing, indexing and filing; basic computer terminal operating methods; business telephone etiquette.

Ability to: Compose business letters; type accurately at a speed of 20 words per minute; handle confidential information with discretion; maintain accuracy while performing routine repetitive tasks; analyze, interpret and explain departmental policies and procedures; communicate clearly, concisely; and effectively both orally and in writing; maintain accurate records; analyze data to draw logical conclusions; accurately count, record, and balance cash transactions and other monies received; operate and use a variety of computer software; operate a typewriter, keyboard, cash register, calculator and other common office machines; establish and maintain cooperative working relationships; respond to public inquiries, complaints, and requests from the community in a tactful and effective manner; foster a teamwork environment; provide good customer service to those using GWP services; maintain a high level of flexibility in work assignments and in dealing with co-workers.

Skill in: making independent judgments and decisions based on standard policy or procedure.

Other Characteristics

Willingness to: work overtime as requested; assume responsibility for maintaining a safe working environment; work in any unit within Customer Services.

Experience

Two years of recent customer service experience, preferably in a call center environment, including some experience in cashing and delinquent account collection and at least one year of formal automated data entry work.

Education/Training

Graduation from high school or attainment of GED or CHSPE certificate supplemented by coursework in computer applications, business practices and procedures or office practices.

Licenses

Valid Class C California driver's license.

Note

An equivalent combination of experience, education and/or training may substitute for the listed minimum requirements.

Promotional Eligibility

Any City of Glendale employee, who meets the minimum qualifications for this position, has completed probation or six months of City employment, and is occupying a permanent full-time classification on file in the Human Resources office. Hourly City employees may be considered, provided that they furnish proof of continuous employment immediately preceding the final filing date, which would equal a minimum of six months of full-time service or 1040 part-time hours. (Civil Service Rule VIII 4-E).

SELECTION PROCESS

The examination will consist of an evaluation, a written and performance, typing, and an oral, with the evaluation as a qualifying step, written and performance – pass/fail, typing – pass/fail, and the oral 100%. All applications, resumes and submitted reference materials will be reviewed and evaluated and only the best-qualified candidates based on applicable experience will be invited to the examination. Any evaluation will be based on the candidate's education and experience as related to the position. Any examination will be to evaluate the candidate's education, experience, knowledge and skills for the position. The City of Glendale reserves the right to modify the above stated examination components and/or weights. Should this be necessary, the candidates will be notified of the specific examination components and weights prior to the administration of any examination. The selected candidate will be subjected to a background check including Livescan fingerprinting. TIME AND PLACE OF THE EXAMINATION WILL BE ANNOUNCED. The City of Glendale conforms with State and Federal obligations to make reasonable accommodation for applicants and employees with disabilities. The Human Resources Department asks that it be advised of special needs at least five days prior to the first test part so that a reasonable accommodation may be made. The provisions of this bulletin do not constitute an express or implied contract. In compliance with the Immigration Reform and Control Act of 1986, the City of Glendale requires that all new employees provide documentation to establish both work authorization and identity.

CITY OF GLENDALE EMPLOYMENT

SUBSTANTIAL BENEFITS – SALARIED EMPLOYEES

Promotional Opportunities • Retirement Benefits • Vacation • Holidays • Sick Leave • Health & Dental Plans • and others

For the latest in job opportunities with the City of Glendale, visit www.ci.glendale.ca.us or call the Job Hotline at (818) 548-2127

Follow the City of Glendale Human Resources Department on Twitter: www.twitter.com/COGHR
(Become a follower and be notified of new job opportunities)

ABOUT THE CITY OF GLENDALE

Glendale is the third largest city in Los Angeles County with over 200,000 residents and is located northeast of Los Angeles in the foothills of the San Gabriel Mountains. The City is noted for its excellent residential areas, shopping facilities, libraries, hospitals, and parks. The City is served by several major freeways, is centrally located near downtown Los Angeles, Burbank Airport, and the many recreational facilities of Southern California. The City has a Council-Manager form of government and provides a full range of municipal services including its own electric and water utility. The Glendale Unified School District and Community College District offers residents excellent educational opportunities.

CITY OF GLENDALE EMPLOYEE CODE OF ETHICS

City of Glendale employees are charged with the fundamental responsibility of safeguarding the public trust. City employees provide unique functions that are vital to the well-being of the community. Glendale citizens depend on City employees to provide these services in an efficient and consistent manner, free of bias, while demonstrating the highest standards of responsible and ethical conduct.

WHERE AND HOW TO APPLY

Applications must be filed in the City of Glendale Human Resources Department, 613 E. Broadway, Room 100, Glendale, CA 91206, before the final filing date stated on this employment opportunity announcement. Unless otherwise indicated, mailed applications must be postmarked by midnight of the final filing date. Office hours are 7:30 a.m. - 5:30 p.m., Monday through Thursday and 8:00 a.m. – 5:00 p.m. on Fridays.

ADDITIONAL EMPLOYMENT INFORMATION

PERS

Miscellaneous (non-safety) employees hired before 01/01/11 will be under the 2.5% @ 55 retirement formula with the single highest year compensation. An 8% PERS contribution will be deducted from the listed salary for employee's retirement benefits.

Miscellaneous (non-safety) employees hired on or after 01/01/11 will be under the 2% @ 55 retirement formula with the three year final compensation calculation. A 7% PERS contribution will be deducted from the listed salary for employee's retirement benefits.

AGE

Some classifications may have specific age requirements.

CITIZENSHIP

Is NOT a requirement unless so stated. Non-citizen applicants must have alien registration receipt card.

DRIVER'S LICENSE

When so stated on the reverse side of this bulletin, a valid California driver's license of a specific class will be required at all times during your employment in this classification. License must be presented and verified before your name can be certified from the eligible list. Individuals in certain positions may be required to obtain a license at a later date as a condition of employment.

ELIGIBLE LISTS

Names of persons who successfully pass all sections of the examination are entered in order of their total scores on an eligible list for the class of position for which the examination is given. Three names are certified by the Civil Service Commission to the departments of City government whenever there is a vacancy to be filled. An open eligible list is valid for a minimum of one year and a maximum of two years. Promotional lists are valid for two years. An open list may be cancelled any time it is over one year old, or less than three names remain on the list.

EXAMINATION

Open competitive examinations are open to any person who meets the minimum requirements as stated on this bulletin. All applications filed will be reviewed, and those persons who do not appear to be qualified will be rejected and will be so notified prior to the time of the examination. Applicants must pass each section of the examination with a score of 70.00 or better. Promotional eligibility is extended to permanent City employees who have completed their probationary period by the final filing date and who meet the minimum requirements stated on the bulletin.

PROMOTIONAL EXAMINATION PROCESS

Some exams are designated as promotional and limited to current city employees only. Any City of Glendale employee who meets the minimum qualifications for this position, has completed probation or six months of City employment, and is occupying a permanent full-time classification on file in the Human Resources office. Hourly City employees may be considered, provided that they furnish proof of continuous employment immediately preceding the final filing date, which would equal a minimum of six months of full-time service or 1040 part-time hours (Civil Service Rule VIII 4-E). Please check the front of the bulletin for promotional eligibility. Applicants selected to compete in the examination process must pass each section of the examination with a converted score of 70.00 or better.

EXAMINATION APPEAL PERIOD

All appeals regarding perceived unfairness or lack of job relatedness of any examination must be filed in writing in the Human Resources Department by the end of the third work day immediately following the examination and before results of the examination are published. (Civil Service Rules & Regulations, Rule IV, Section 13).

PRE-PLACEMENT MEDICAL AND/OR PSYCHOLOGICAL EXAMINATION

Candidates considered for appointment must pass a pre-placement medical examination, which includes a drug/alcohol screening test. The pre-placement medical examination, which is based on the occupational health standards of the position, is to determine whether the eligible candidate is physically and/or psychologically capable of performing the essential functions and duties of the position before being appointed to that position.

PROBATIONARY PERIOD

Unless otherwise stated on this bulletin, permanent employees must successfully complete a probationary period of six months.

VETERANS' PREFERENCE

Is given for Open entrance level classifications. Veterans, the unmarried widow or widower of a veteran, disabled veterans and the spouse of a disabled veteran who have received a passing score on the examination are entitled to additional points as determined by the Civil Service Commission. To claim preference, proof of military service (DD214 or equivalent) must be submitted by the final filing date.

CITY OF GLENDALE CORE VALUES

Integrity • Honesty • Trust • Fairness • Excellence • Teamwork • Respect • Accountability • Compassion • Cultural Awareness