

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):  
Vacant  
Work Phone:
2. Class Title (i.e. payroll title):  
Comp group 20 Range 11  
Program Assistant 1
3. Working Title (if any):  
Customer Service Representative 2 (CSR 2)
4. Name & Class of First-Line Supervisor:  
Customer Service Manager  
Work Phone: 608.266.4656
5. Department, Division & Section:  
Water Utility – Customer Service
6. Work Address:  
119 E Olin Avenue
7. Hours/Week: 38.75  
Start time: 7:30 am      End time: 4:00 pm
8. Date of hire in this position:
9. From approximately what date has employee performed the work currently assigned:

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10. Position Summary:

This is responsible administrative support work assisting in the operational work, verification, adjustment, billing, receipting, reporting, and distribution of revenues in the Water Utility Customer Service Office. This work requires knowledge with the Utility's billing, Advanced Metering Infrastructure (AMI), Meter Data Manager (MDM), and Field Deployment Manager (FDM) software. Responsible for administrative support work for AMI system, billing coordination, field work scheduling, and customer service aid in the Water Utility call center. Responsibility will also include handling of opt-out customer accounts, and the MyWater customer web portal. Under the general supervision of the Customer Service Supervisor, this position will work under the direction of the Customer Service Representative 3.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)
- 20-25% A. Meter Data Manager (MDM) – Billing/Usage Assistant
1. Assist as needed in using MDM system daily to run reports and analyze data.
  2. Assist in the Validation Estimating Editing configuration, monitoring of failure reports, overseeing the billing process
  3. Assist in the billing process
  4. MDM Customer Service User responsible for customer inquiries on ad hoc basis
- 30-40% B. Billing Assistant (Opt out – non-reporting – final reads)
1. Prepare route for Field Service Representative to collect meter reading (opt out and non-reporting accounts)
  2. Upload meter reads to CIS and run pre-billing audits on opt out meters
  3. Prepare daily billings for final water readings.
  4. Verify payment amounts for final reads
  5. Send e-bill notification and follow-up on emails returned
- 20-25% C. FDM assistant and Field Service Representative (FSR) liaison
1. Responsible for scheduling field investigations, meter change, meter testing, and new meter install work for FSR's
  2. Responsible for dispatching of daily work orders for the FSR's
  3. Responsible for working with FSR to help configuring and manage the FDM work order system
  4. Responsible for downloading information from FC 300 into FDM, reviewing data and clearing any exceptions before exporting service orders
  5. Work with FSR's to determine possible homeowner leaks, send out leak letters, and conduct follow-up with customer
- 5-10% D. Accounts Assistant
1. Act as primary liaison with Title companies in problem resolution
  2. Work with title companies to provide final readings for real estate closings
  3. Answer email and other questions and/or complaints from customers
- 5-10% E. My Water Manager
1. Oversee the MyWater website.
  2. Assist customers in using the website.
  3. Answer customer inquire(s) made through the MyWater website
  4. Perform other duties as required.

12. Primary knowledge, skills and abilities required:

Knowledge of office procedures, methods and equipment. Knowledge of methods, practices and terminology used in financial, billing, assessment, and statistical clerical work. Working knowledge of related financial terms, concepts, principles and practices. Ability to interpret Madison Water Utility and Public Service Commission regulations. Ability to collect, analyze, summarize data, and reconcile differences. Ability to effectively use the Water Utility's computer software programs such as CIS, MDM, and FDM applications. Ability to develop and implement operating procedures. Ability to make relevant mathematical computations. Ability to establish and maintain effective working relationships. Ability to communicate effectively, both orally and in writing, and handle scheduling field staff for customer service. Ability to handle multiple phone calls while continuing to process work. Demonstrated experience providing customer service. Ability to maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:

16. Supervision received (level and type):

17. Leadership Responsibilities:

This position:  is responsible for supervisory activities (Supervisory Analysis Form attached).  
 has no leadership responsibility.  
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.  
 I have been provided with this description of my assignment by my supervisor.  
 Other comments (see attached).

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).  
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).  
 Other comments (see attached).

Robert G. Pica  
SUPERVISOR

2/11/2013  
DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.