

City of Lake City, FL

Classification Description

Classification Title: UTILITY SERVICES COORDINATOR
Department: CUSTOMER SERVICES

Pay Grade: 4-2
FLSA Status: Non-Exempt

General Description

This position is responsible for coordinating all utility connections between the Assistant City Manager of Utilities and Public Works, Director of Distribution and Collections, Natural Gas Director, Engineers, Growth Management Department, Columbia County Building and Zoning Department and other County Agencies to ensure a level of communication with the Customer from start to finish on each project. This position reports to the Customer Service Manager.

Nature of Work

Essential Functions:

- Reviews and accepts the Application for Water, Sewer, and Natural Gas Tap Capacity Commitment.
- Provide Availability Letter as proof of services to Columbia County Building and Zoning Department for building permits.
- Responsible for maintaining the tap and impact files and inputting information into the Access Program.
- Attends and schedules the New Development and Site Plan Review meetings.
- Obtains signatures from Director of Distribution, Collections and Construction, Natural Gas Director, Wastewater Plant Director, Water Plant Director and Growth Management Director for application approval.
- Reviews and calculates tap fees, impact fees, and utility deposits for Water, Sewer, and Natural Gas for all development projects, both inside and outside the city limits as appropriate. Create and distribute invoices for said fees.
- Maintains accounting records related to the collection of tap fees, impact fees, construction cost and utility deposits.
- Coordinates payment methods to include tap fees, construction fees, and impact fee payment plans. Processes all legal documentation for dissolution of liens.
- Provides periodic fiscal reports to the Finance Department regarding the status of impact fee receipts, and commitments.
- Requests addressing through GIS & Planning personnel.
- Issues work orders for the meter/service installation to the Utility and Natural Gas Department.

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- **Responsible for obtaining a utility service application from each customer to establish a utility account for monthly billing.**
- **Ensures that new services/meters are set in CIS System with the proper billing charges. Responsible for adding sewer and garbage fees to accounts when a Certificate of Occupancy is issued.**
- Assists in the development of office procedures for area of responsibility; evaluates the administrative systems and implements improvements.
- Assists in the training of staff; assigning work responsibilities, prioritizing and reviewing employees' work and evaluating their performance. Ensures that staff adheres to established policies, procedures, and standards; trains and advises staff as necessary. Resolves problems as non-routine situations arise.
- Maintains system to ensure that all rates and codes are in conformance with applicable City Ordinances, and Standard Industrial Codes.
- Assists with scheduling system and billing updates. Line extension fees. Develops and generates reports as requested or required.
- Ensures that Customer Service operations are properly maintained; that the staff and systems are processing payments, bills customers and captures revenues properly, processes new accounts and termination services efficiently and in a timely manner.
- Assists staff in providing service to telephone and walkup customers as needed.
- Performs special projects as they develop and are assigned.
- Assists independent auditors, answering inquiries and providing financial records and reports as requested internally.
- Evaluates performance indicators, both financial and operational, and assists with changes to rectify problems and ensures quality products and services. Assists with major data management and system changes.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform all duties as assigned.)

KNOWLEDGE, SKILLS, AND ABILITIES

Equipment: Uses small office equipment, including copy machines or multi-line telephone systems. Uses computers for word processing and/or accounting purposes.

Critical Skills/ Expertise: All employees must possess knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks. The abilities expected of all employees include being able to respond to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with stated policies, be appropriate groomed and attired so as to present a professional image in accordance with the organization's mission, goals, and policies; report for work promptly and properly prepared at the time and place required by the assignment or orders; notify the appropriate supervisor of intended absences in accordance with stated rules; conform with standards and rules regarding use of accrued time;

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demonstrate a polite, helpful, courteous, and professional image when engaged in any activity with the public; operate and care for equipment to manufacturer’s specifications and/or within the specified parameters and in accordance with policies; demonstrate an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public and colleagues. Critical skills/expertise identified for this job include:

- Knowledge of Microsoft Office;
- Knowledge of cash handling, including balancing;
- Must be able to efficiently perform duties in fast paced environment;
- Ability to establish and maintain satisfactory relationships with the general public; and
- Ability to prepare operating and statistical tabulations and reports.

Minimum Qualifications: Requires graduation from high school or a GED, preferably supplemented by some college level work in business; and two years of experience in progressively responsible positions in the customer service field; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Must possess a valid Florida’s Driver’s License and have an acceptable driving record and maintain an acceptable driving record.

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without a hearing aid)
- Ability to communicate both orally and in writing
- Walking, standing, bending

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and reference check; job related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job may change. By signing below, I am indicating I have read and concur with the above description of my job.

Print Name

Signature

Date