



**CITY OF BERKLEY
JOB DESCRIPTION**

**DEPARTMENT OF PUBLIC WORKS
UTILITY SPECIALIST**

Full Salary Range:

Directly Supervised By: Public Works Office Manager/Project Coordinator

Employment Status: Full-Time; Non-Exempt

Salary Range:

General Summary:

Under the supervision of the Public Works Office Manager, performs responsible clerical work in support of the Public Works Department. Receives calls prepares reports, maintains filing systems, and computerized records. Maintains the utility billing system and performs all related tasks.

Work Schedule:

This position will normally require a 5-day in-person work week with the requirement to work emergencies on weekends or after normal work hours.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Receives, screens and directs telephone calls and visitors to the Department. Responds to inquiries and complaints and provides general information regarding departmental operations and policies. Refers complex issues to appropriate individuals as necessary.
2. Maintains water-billing system including preparation, billing, and mailing of utility charges, data entry of meter readings, and documenting service requests.
3. Prepares and revises a variety of reports and materials.
4. Sorts, copies, and files materials in a predetermined order and obtains necessary information and materials from files as needed.
5. Prepares and processes utility billings and receivables for monthly reporting. Identifies and follows procedures for final bills, non-payment, and shut-off notices.
6. Assists in all major emergencies related to water, wastewater, and public works on a 24-hour call basis. Dispatches work for crews and serve as central communication contact for responding teams.

7. Plans, researches and organizes special and routine projects as assigned.
8. Serves as the Recycling Coordinator and attends SOCRRA workshops and seminars, as necessary, to monitor and communicate any changes to the programs.
9. Performs related work as required.

Required Knowledge, Skills, Abilities, and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. Requirements include the following:

- A high school diploma or the equivalent supplemented by vocational training in bookkeeping, records management, or office administration.
- Two years of experience as an accounts clerk, secretary, or office assistant, preferably in a municipal or construction office setting.
- Knowledge of municipal and departmental policies and procedures.
- Knowledge of general office operations and clerical procedures and practices.
- Skill in the use of office equipment and technology, including computers and related software, and the ability to master new technologies. BS&A Utility Billing experience is preferred.
- Skill in maintaining a complex record-keeping system and preparing comprehensive and accurate reports.
- Ability to compose and edit letters, reports, and other documents as directed.
- Ability to establish and maintain effective working relationships and use good judgment, initiative, and resourcefulness when dealing with the public, government agencies, and other employees.
- Ability to understand and follow complex oral and written instructions, manage multiple tasks and work efficiently under stress, within deadlines, and with changes in work priority.
- Ability to respond to service emergencies on a 24-hour call-in basis, if so directed.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to communicate with others in person and on the telephone. The employee is frequently required to view and produce written and electronic

documents. The employee is regularly required to sit, talk and hear, and use hands to finger, handle, or feel. In the course of inspecting public works projects, the employee is occasionally required to stand, walk, stoop, kneel, or crouch. The employee must occasionally lift and/or move light to moderate weight items.

While performing the duties of this job, the employee regularly works in a business office setting but is also required to work in the field to inspect and direct engineering and public works projects. While on project sites, the employee is occasionally exposed to fumes or airborne particles, outside weather conditions, and moving mechanical parts and/or machinery. The noise level in the work environment is usually quiet but may become loud on project sites.