



City of Greenfield

PUBLIC WORKS OFFICE TECHNICIAN

Job Title:	PUBLIC WORKS OFFICE TECHNICIAN
Department:	Public Works
Reports To:	Public Works Administration
Employee Type:	Fulltime
FLSA Status:	Non-exempt
Effective Date:	01.2020

DEFINITION:

Under general supervision, performs a variety of office duties that support the establishment and maintenance of customer accounts for water and wastewater services; assisting with monthly utility billing; responding to complaints and providing information related to water quality issues; performs related work as required.

CLASS CHARACTERISTICS:

This is a journey-level class within the Public Works Department. Initially, incumbents with some customer service or administrative support experience learn the Public Works administrative services systems, operations, practices, and procedures relative to water quality.

SUPERVISION RECEIVED AND EXERCISED

Receives close supervision from Public Works Administration. Technical and functional supervision may be provided by the Operations Manager.

ESSENTIAL FUNCTIONS:

The following duties and functions are normal for this classification. The omission of specific statements of the duties and functions does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned, and expected commensurate with the administrative needs of the department and organization as well as new state and or local laws.

- Research and responds to customer inquiries and complaints in person, by email, or by telephone, provides accurate information to the public, providing problem solving solutions and represents the City in a professional and customer friendly manner.
- Interprets policies and procedures and explains service fees, rates and procedures to customers.



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- Prepares monthly meter reader downloads and books, assists meter readers in obtaining accurate information, inputs hand read meter read data and checks for accuracy.
- Receives and processes service requests
- Operates computer; processes field meter readings, identifies abnormal readings; sends out service requests for re-reads, leaks, or high usage; makes courtesy calls to customers with high usage and checks usage against prior month's usage; runs unread meter report; generates other reports; gets approval from supervisor and sends billing file (meter reads) to the Finance Department for billing service processing.
- Receives and dispatches work orders to field personnel, including service turn-ons, turn-offs and customer complaints.
- Performs general office support duties such as opening and routing mail.
- Enters data into computer, prints reports and verifies accuracy of data, for all divisions of Public Works.
- Handles appeals from customers to high water bills and determines whether a credit is appropriate and needs to be issued; prepares necessary documentation and correspondence to customers. Forwards approved appeals to the Finance Dept. to process account credit.
- Works closely with the Utility Operations & Maintenance staff to maintain location of backflow devices;
- Works closely with the Building Department staff to maintain location of grease devices; establish service, including newly installed grease devices, including new construction, in food service establishments and permits. Logs and tracks grease trap locations, and inspections. Monitor food service establishment activities to ensure compliance with FOG program and assists in maintaining accurate records of Food Service Establishments and their FOG permits.
- Assists in maintaining records of annual backflow testing and approved testers.
- Consult with customers, owners, contractors, engineers and others regarding the requirements set forth in the FOG ordinance
- Monitor food service establishment activities to ensure compliance with FOG program and assists in maintaining accurate records of Food Service Establishments and their FOG permits.
- Assists in scheduling annual inspections under the FOG program.
- Assists in resolving noncompliance issues through education, direction, cooperation, and enforcement
- Performs other duties as assigned.

This position has a high level of customer interaction and will build and foster a positive working relationship and maintain an excellent customer service standard when interfacing with both internal and external customers.



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KNOWLEDGE OF:

- Standard office practices and procedures, including the operation of standard office equipment.
- Basic-intermediate recordkeeping
- Business arithmetic and statistical techniques
- Computer applications related to the work, including word processing spreadsheets and databases
- Applications and data entry
- Basic filing systems
- Technical understanding of practices, standards and regulations of utility construction regarding utility system operation and codes. Apply knowledge to identify and investigate areas of non-compliance.
- Exercise initiative and sound judgement while performing enforcement activities.

SKILLS:

- Provide information and answer questions calmly in stressful situations
- Respond to and effectively prioritize multiple phone calls and other requests or interruptions
- Interpret, apply and explain policies and procedures
- Compose correspondence independently or from brief instructions
- Organize own work, set priorities and meet critical time deadlines
- Respond to customer inquiries and complaints in person or by telephone, provide information and represent the City in a professional and courteous manner
- **Bilingual; English/Spanish highly desired, due to frequent interaction with non-English speaking business owners and customers.**

ABILITIES:

- Make accurate arithmetic, financial and statistical computations
- Use English and Spanish effectively to communicate in person, over the telephone and in writing
- Exercise independent judgment and utilize initiative within established procedural guidelines
- Accurately establish, maintain and research files
- Organize own work, set priorities and meet critical time deadlines
- Provide information and answer questions calmly in stressful situations
- Establish and maintain effective working relationships and act in a courteous manner when interacting with the public, vendors, contractors and staff in person and over the telephone
- Communicate information and policies clearly and concisely, both verbally and in writing
In addition to the duties, knowledge, skills and abilities required of the Public Works Office technician.



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ADDITIONAL REQUIREMENTS:

Code compliance experience with Fats, Oils and Grease Program or utility operations experience is highly desirable.

License

Must possess a valid California class C driver's license and have a satisfactory driving record that is acceptable by the City's insurance carrier.

EDUCATION AND EXPERIENCE:

To qualify, a successful incumbent must possess both education and experience, which would provide the required knowledge and abilities. Experience may substitute for education. Minimum requirements to obtain the requisite knowledge and abilities are:

Equivalent to high school diploma with one (1) year of experience in providing general office support, computer applications such as Microsoft Suite. Customer service experience highly desirable. Experience in regulatory or code compliance is highly desired.

PHYSICAL DEMAND:

Must possess mobility to work in a standard office setting including standing, walking, sitting, kneeling, stooping, reaching overhead and below waist level. Use of standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.