CLASSIFICATION TITLE: AMI Coordinator – Utilities Electric Department

FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED

OPENING DATE:

CLOSING DATE:

PAY RATE: SKILL LEVEL 10

SUMMARY DESCRIPTION:

Under general direction, assists maintaining the automated metering infrastructure; meets with customers regarding metering issues; troubleshoots system issues and customer complaints; retrieves, compiles, reconciles and files information on metering system. Under general supervision, maintains and audits account information; performs collections of bad debt accounts; performs responsible work involving utility billing and collection of customer accounts, including customer service, transferring of accounts, preparing various reports, processing service orders; researches new programs; and other tasks or duties as required.

REPRESENTATIVE DUTIES:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

A Planning – Helps to provide data for current situation in regard to maintenance of AMI system. Participates with Management and Billing personnel to develop procedures to provide technical assistance to crews performing installation and maintenance.

B Metering - Troubleshoots metering and billing issues. Updates and monitors AMI system and associated software and portals. Generate service orders related to connection, disconnection, and/or transfer of utility service. Dispatch service workers to the field for spot inspections, meter set, change out request or repairs; give direction and information to service workers in the field.

C Reporting - Completes and files reports and data sheets on meter change outs and new AMI setups along with other forms as required and updates records as necessary for AMI system. Audit accounts and assure all information is correctly entered and scanned into billing system to properly bill and maintain accounts.

D Utility Billing - Enter data in computerized billing system and in AMI system. Request, verify and/or change information for proper billing; create service locations, meter equipment, and customer classifications. Update and maintain accurate account information in the computerized customer information system by inputting changes, such as new service installations or connections, name and address changes, billing adjustments, and service discontinuations. Is thoroughly knowledgeable and proficient in, and performs the duties of Billing Collections Clerk when needed to provide as backup.

E General Services - Is available as needed and reports as necessary for after hours responsibility. Supervises temporary workers on special projects. Attends community functions promoting activities and objectives. Answering telephone and delivering accurate messages and routing to the appropriate department or person. Perform routine clerical duties such as filing, typing, preparing reports, mailing; operate a variety of office equipment including a telephone system, copier, facsimile machine, adding machine, and computer. Work cooperatively with various departments, as needed. Performs related duties upon request.
QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- Knowledge of customer service techniques, practices, and principles.
- Knowledge of principles and practices of basic accounting and collections.
- Knowledge of methods and techniques of cash handling.
- Knowledge of modern office procedures, methods and equipment including computers.
- Knowledge of computer applications such as word processing, spreadsheets, and databases.
- Knowledge of principles and procedures of report preparation, financial record keeping and reporting.
- Knowledge of English usage, spelling, grammar and punctuation.
- Knowledge of basic mathematical principles.
- Ability to provide a full range of customer service related to billing.
- Verbal skills to communicate with consulting engineers, technicians, employees and customers.
- Ability to persuade and convince others of equal or higher rank by appealing to logic and reason.
- Ability to handle a diverse set of customer comments, inquiries and complaints in a polite and professional manner.
- Ability to deal with a variety of interpersonal styles and personalities in an appropriate and diplomatic manner.
- Ability to perform a variety of basic accounting duties.
- Ability to accurately count, record and balance assigned transactions.
- Ability to keep organized, current and accurate records, and work with detailed information for sustained periods of time.
- Ability to accurately perform mathematical calculations involving addition, subtraction, multiplication, division, fractions, decimals and percentages.
- Ability to adapt to changing technologies and learn functionality of new equipment and systems.
- Ability to operate office equipment including cash drawer, 10-key calculator, computers and supporting word processing and spreadsheet applications.
- Ability to perform typing, filing and other clerical duties at a speed necessary for successful job performance.
- Ability to understand and follow oral and written instructions.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

1. High school diploma or GED.
2. At least ten years’ experience in account management, collections, and customer service related fields is preferred.
3. Must have a valid Alabama Driver’s License, a good driving record and proof of insurance.
4. Subsequent to job offer, must submit to and pass a pre-employment physical, and drug and alcohol screening.
5. Subsequent to job offer, position subject to satisfactory background check and MVR.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:
The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.
Essential Physical Abilities
Work is primarily performed in an office setting. Must possess the mobility to spend a minimum of 75% of the working day standing and/or moving about in the work place. Sits, stands, bends, lifts, and moves intermittently during working hours.

Supervisory Control
Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

Guidelines
Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application.

Complexity
The work consists of skilled labor tasks with regular manual labor tasks and occasional work in an outside environment along with increasingly complex computer and customer service related duties. The ability to adhere to federal, state, and local requirements contributes to the complexity of this position.

Scope & Effect
The purpose of this position is to provide coordination assistance among field AMI personnel, AMI software and support, and customer service/utility billing. Success in this position results in greater effectiveness of the City of processes and services.

Personal Contacts
Contacts are typically with customers, employees, co-workers, support agencies, and members of the general public.

Purpose of Contacts
Contacts are typically to give or exchange information, resolve problems, and provide services.

Work Environment
The work is typically performed in an office setting with occasional and periodic periods spent in an outdoor setting. These may be high and low temperatures; dirt, dust and fumes, and in an outdoor environment with exposure to varying weather conditions.

Supervision Exercised
AMI Personnel and line order employees.

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Required traveling by auto for training or job assessments.

Successful applicant is required to pass physical examination and drug test, and have a valid Alabama Drivers’ License. Position subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:
City of Troy Department of Human Resources
301 Charles W. Meeks Avenue
Troy, AL 36081

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION. APPLICATIONS WILL REMAIN ON FILE 6 MONTHS FROM CLOSING DATE.

_The City of Troy is an Equal Opportunity Employer_