

106512/7/09

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

Revised

TITLE: UTILITIES PROGRAMS AND SERVICES REPRESENTATIVE

DEFINITION

Under general supervision, participate in the activities of the Programs and Services of the Utilities Customer Relations and Public Benefits Section of the Public Utilities Department; to assist in the growth objectives of programs and services funded by the Public Benefits Charge; to provide account management assistance in the marketing of electric and water services to current and potential industrial, commercial and residential utility users.

REPORTS TO: Principal Account Manager

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Principal Account Manager. Additional direction may be received from the Customer Relations Manager.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Assist with program development and design for residential and non-residential public benefit programs.
- Interact with customers, including high volume telephone contact, for program administration, high bill complaints/resolution and requests for materials and inspection appointments.
- Interact with customers and potential customers to further the efforts of the Business Development Section.
- Research and provide energy conservation methodologies and needs assessment to support all proposed efficiency programs for electric and water usage.
- Develop projections and research energy use patterns for existing and potential customers.
- Oversee the part-time Utility Installer/Surveyor staff that perform regular program inspections, field and office support.
- Participate in community events such as Riverside Wednesday Night, Orange Blossom Festival, Riverside Air Show, as necessary.
- Participant in Chamber of Commerce meetings, community groups, Mayor's Night Out and other public functions as assigned.

QUALIFICATIONS**Knowledge of:**

- Pertinent federal, state and local policies, procedures and regulations.
- Electric power and water usage.
- Energy conservation methodologies.
- Marketing principles and practices with respect to account management and sales.

- Principles and practices of organization, office methods, procedures and equipment.

Ability to:

- Provide in depth analysis of program marketing and performance.
- Prepare and present clear and concise administrative reports, letters and memorandums.
- Act in a leadership role as necessary.
- Communicate clearly and concisely, both orally and in writing.
- Utilize a personal computer and applicable software to perform program tracking, performance and feasibility analysis.
- Work weekends and evenings as required.
- Develop and maintain positive working relationships with customers, staff and community groups.
- Ability to work both independently and as a team member.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major work in energy conservation, marketing, business, engineering or a related field. Additional qualifying experience may substitute for the education requirement on a year-for-year basis.

Experience: One year of experience in programs and service activities, customer relations, business or marketing, for a utility company or sales organization.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Utilities Programs and Service Representative

TO: Utilities Senior Programs and Service Representative