

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2019

POSITION TITLE: UTILITY ANALYST

GRADE LEVEL: E16

SUPERVISOR TITLE: Customer and Support Services Manager

FLSA Status: [] Exempt [X] Non-Exempt

BARGAINING UNIT: [X] RCWDEA [] RCWD MPCEA


DEFINITION

Under general direction, performs a wide variety of complex, difficult, and specialized advanced level analytical, modeling, data analysis, report creating and administrative duties in support of Customer Service and billing functions. Additionally, performs related duties in the maintenance, integration, and support of customer service applications to enhance the efficiency and effectiveness of District operations and customer service delivery. Duties will also include a variety of billing services including customer service and account maintenance, serves as a project lead for projects as assigned and performs special projects requiring independent research, analysis and reporting

CLASS CHARACTERISTICS

Positions assigned to this level independently perform highly technical and specialized administrative duties, and provide training to higher and lower level classifications. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit

EXAMPLE OF DUTIES: (Duties may include, but are not limited to, the following):

-  Serves as project leader for implementing, maintaining and integrating customer service software applications or elements of systems enhancements; works with team members to set project priorities, project task lists and time estimates; performs and coordinates the completion of project tasks to meet time and quality expectations; meets with staff and management to review project status and resolve implementation, maintenance, and/or integration issues

- ✎ Works with customers, staff and consultants to define scope, boundaries and deliverables for business applications integration projects; defines and analyzes customer systems requirements and business rules; evaluates alternative solutions to meet customer requirements and business rules; evaluates alternative solutions to meet customer requirements; assists staff and management in making desired changes to work processes
- ✎ Prepares and presents comprehensive technical, administrative, financial analytical and statistical reports that present and interpret data, identify alternatives, and present and justify conclusions, forecasts, and recommendations based on data summaries and other findings
- ✎ Performs or assists in troubleshooting and diagnosing applications performance problems, analyzes bottlenecks in slow running computer processes, and assists in correcting problems identified
- ✎ Performs special projects requiring independent research and analysis for the preparation and presentation of reports for District staff, other local and State agencies
- ✎ Provides staff assistance to higher-level management staff; investigates and prepares recommendations related to operational, business system and administrative issues
- ✎ Participates in development and implementation of new processes for computerized system to process billing more efficiently; maintains integrity of all billing processes
- ✎ Researches, develops, plans and coordinates activities of utility billing programs; serves as a primary liaison for internal customers and the Utility Billing System
- ✎ Assists with development of written customer or staff informational materials and presentations; serves as management liaison to various boards, committees, and citizen advisory groups, as assigned; prepares agenda items and staff reports
- ✎ May assist with strategic and short range planning and implementation of programs and services; assists in designing, coordinating and implementing projects and programs as assigned
- ✎ Ensures issues are identified, tracked and reported on in a timely manner
- ✎ Documents workflow and makes appropriate recommendations that will positively impact departmental effectiveness
- ✎ Tracks and analyzes customer billing and usage trends and makes appropriate recommendations that will positively impact the District; participates in the calculation and analysis of the District's rates and charges
- ✎ Acts as a Project Lead on a number of key projects for the department and/or the District
- ✎ Responsibility of being a functional expert on the business systems and applications used in the department

- ✎ Assist with data gathering, monitoring and analysis for District's Revenue Protection Program
- ✎ Assist with the administration, application development and workflow design within the District's Enterprise Content Management system
- ✎ Works closely with District staff to identify and maximize opportunities to use information and technology to improve service and/or processes; works with other departments as required
- ✎ Develops effective analysis and reporting tools
- ✎ Analyzes the department's activities and trends and compares analyses against service standards and best practices; presents findings and works with management and other staff to identify and implement strategies that will address tactical and strategic goals
- ✎ Works with management and staff to design and implement training and development initiatives
- ✎ Performs related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ Data collection, research methods, analysis, and interpretation
- ✎ Program development and administration
- ✎ The principles of project management
- ✎ Enterprise software systems and standard software packages such as Word, Excel, and Power Point
- ✎ Budget and financial analysis
- ✎ Business process reviews
- ✎ Cost/benefit analysis
- ✎ District and department practices, policies and procedures
- ✎ Report writing techniques including report development using particular programs such as Crystal Reports and/or Cognos report writing systems
- ✎ Structured Query Language
- ✎ Applicable laws, codes and regulations
- ✎ Proper work safety standards

Ability to:

- ✎ Perform business rule and process analyses and reach sound, logical conclusions regarding customer needs and business requirements
- ✎ Analyze and participate in a full range of finance, customer and billing services, and recommend an effective course of action

- ✎ Interpret and apply laws, codes, regulations, policies and procedures
- ✎ Research, compile, and interpret data and information
- ✎ Perform expert level data and financial analysis utilizing Microsoft Excel
- ✎ Effectively coordinate projects and programs
- ✎ Communicate effectively both verbally and in writing
- ✎ Develop and deliver presentations to customers, staff and the Board of Directors
- ✎ Exercise initiative and creativity in performing assigned duties
- ✎ Work independently, exercise good judgment, and demonstrate initiative
- ✎ Handle sensitive customer relations issues and respond diplomatically
- ✎ Set priorities for and organize one's own work and the work of others to meet established deadlines and complete project responsibilities efficiently and effectively
- ✎ Balance responsibilities for multiple projects to ensure timely results in accordance with District quality standards
- ✎ Troubleshoot and diagnose systems problems and or make or recommend resolutions in areas of responsibility
- ✎ Evaluate alternatives and make sound independent decisions within established guidelines
- ✎ Prepare clear, concise and accurate documentation, reports of work performed, project management reports and other written materials
- ✎ Demonstrate initiative and resourcefulness
- ✎ Comply with and enforce the District's Safety, Health and Environmental standards
- ✎ Establish and maintain cooperative working relationships with all levels of employees and customers
- ✎ Gain cooperation through discussion and persuasion

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Three (3) to five (5) years of progressively responsible experience in the capacity of a utility analyst or equivalent job classification performing utility analyst functions

Training: Equivalent to the completion of a bachelor's degree from an accredited college or university with major coursework in business administration, public administration, accounting, or related field

Licenses and Certificates:

- ✎ Valid California driver's license, required

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Frequently use office equipment such as a computer, copier and FAX machine
- ✎ Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs
- ✎ Extended standing, walking, sitting, reaching, stooping, and bending
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Regularly uses a telephone or radio for communication
- ✎ Ability to speak and hear both in person, by telephone, and radio
- ✎ Vision within normal ranges with or without correction.
- ✎ Regular attendance
- ✎ Work in a temperature controlled office environment with moderate noise.
- ✎ Occasional travel by automobile conducting District business

Employee Signature

Date

Supervisor/Manager Signature

Date