



CITY OF BANNING, CALIFORNIA

Utility Services Assistant

Job Code: 5055

FLSA ☐ Exempt ☒ Non-Exempt

JOB DEFINITION: Under general direction of the Power Resource and Revenue Administrator performs technical and administrative support functions in the areas of Field Services, Public Benefit Programs and Services, and Electric Operations. Collects, maintains, validates data and generates reports on department performance pertaining to work orders, meter reading, energy conservation, and programs and services. Assists in the processing of work orders and administration of the energy conservation rebate programs and related work as required.

ESSENTIAL FUNCTIONS: *The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES: Develop and maintain spreadsheets, forms and databases to be used in the collection and analysis of data pertaining to work order and meter reading performance statistics. Prepare and disseminate reports on overall department and individual division performance measures. Assist in the processing and tracking of applications for energy conservation rebates and low-income assistance. Assist in the processing and tracking of department work orders and perform the daily interface functions with Utility Billing regarding the Meter Reading data. Interact with Utility customers regarding participation in the energy conservation and low-income assistance programs.

KNOWLEDGE and SKILLS:

- Principles and practices of data management and activity analyses.
- Mathematics and reporting methods.
- Utilize a personal computer and applicable software to perform program tracking and performance analyses.
- Ability to prepare clear and concise reports, letters and memorandum.
- Pertinent federal, state, and local policies, procedures, and regulations.
- Modern methods and techniques of marketing and customer service.
- Office methods, procedures, and equipment.

MINIMUM QUALIFICATIONS: Completion of high school or equivalent. Two years of data management experience, preferably in a utility environment, however comparable data analyst/management experience in general industry will be considered as meeting the minimum qualifications. Demonstrated proficiency in Microsoft Word and Excel. Class 'C' Driver's License

ADDITIONAL REQUIREMENTS: May be required to work outside the traditional work schedule.