



Career Service Authority  
Wastewater Data Technician

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**GENERAL STATEMENT OF CLASS DUTIES**

Performs full performance technical reviews of sanitary sewer and storm drainage billing accounts to ensure correct billing to customers.

**DISTINGUISHING CHARACTERISTICS**

This class performs full performance technical reviews of sanitary sewer and storm drainage billing accounts. This class is distinguished from a Wastewater Systems Data Investigator that conducts investigations and processes information for the sanitary and storm drainage billing system. The Wastewater Data Technician is distinguished from the Administrative Support Assistant IV class that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area.

***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

By position, performs lead work.

## ESSENTIAL DUTIES

Performs technical analysis of sanitary sewer and storm drainage accounts for correct billing calculations based on customer requests or discrepancies identified by technicians.

Conducts in-depth research to identify changes that affect billing charges, initiates inspections to correct billing problems/charges, and verifies completed inspections are accurate based upon established criteria.

Determines financial adjustments on sanitary and storm drainage accounts, corrects, prepares, and issues adjusted invoices, and generates correspondence communicating the results of the completed analysis to customers.

Conducts detailed reviews of billing data information on customer accounts to determine accuracy.

Responds to customer inquiries and explains city and agency policies, procedures, and Denver ordinances pertaining to sanitary sewer and storm drainage billing calculations.

Utilizes several internal billing systems, Assessor records and maps to verify ownership and parcel data, and GIS reports and aerial photography to describe to customers current and previous parcel information as it relates to parcel size, boundaries, and impervious areas.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Arithmetic/Mathematical Reasoning** – Performs computations such as addition, subtraction, multiplication, and division correctly, solving practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

**Listening** – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Writing** – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas information, and messages in writing.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed,

relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Oral Communication** – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

**Problem Solving** – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Reasoning** – Discovers or selects rules, regulations, and relationships between facts and other information.

**Technical Competence** – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job training.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Customer Service** – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

**Flexibility** – Adapts quickly to changes.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Negotiation** – Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

**Attention of Detail** – Is thorough when performing work and conscientious about attending to detail.

**Memory** – Recalls information that has been presented previously.

**Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Fingering: picking, pinching, or otherwise working with fingers.

Reaching: extending the hand(s) and arm(s) in any direction.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Near acuity: ability to see clearly at 20 inches or less.

***Working Environment:***

Subject to many interruptions.  
Pressure due to multiple calls and inquiries.  
Time-sensitive dead-lines.

***Education Requirement:***

Graduation from high school or the possession of a GED Certificate.

***Experience Requirement:***

Three years of clerical experience which includes two years of customer service experience and one year of financial related experience.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the one year of financial related experience.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 01/18/2009

***REVISED DATE:***

***ESTABLISHED BY:*** Patricia Anderson

***CLASS HISTORY*** This is a new class.