



**HUMAN RESOURCES
DEPARTMENT**
City of Burlington

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To: City Council

From: Benjamin Pacy, Human Resources Generalist
Susan Leonard, Human Resources Director

Date: September 12, 2013

Re: Burlington Electric Department – Creation of Regular, Full Time Customer Service Specialist Position and Elimination of one of the two Customer Service Field Representative Positions.

As detailed in the attached memo and job description, the General Manager of Burlington Electric has requested the creation of a Customer Service Specialist position and the elimination of one of the two Customer Service Field Representative Positions. This change is being requested to address the continued changes resulting from the implementation of the Smart Grid systems.

The position, which will report to the Supervisor of Customer Service at Burlington Electric, as shown on the attached existing and proposed organization charts, was classified and scored using the Modified Winters Classification System. The resulting classification is a non-exempt union grade 10 with a corresponding hourly wage range \$17.78 to \$29.64 (the Customer Service Field Representative position classification is a non-exempt union grade 8 with an hourly wage range of \$17.47 to \$28.64). Creation of this position will not result in an addition to headcount funded by BED. However, there will likely be a small increase in salary expense, with a maximum of \$1600 for the balance of FY14. It is expected that one of the two existing Customer Service Field Representatives will fill the newly created Customer Service Specialist position.

We respectfully recommend your approval of the General Manager of Burlington Electric Department's request to create a Customer Service Specialist position and eliminate one of the two Customer Service Field Representative positions.

This position will become effective following City Council approval and the Mayor's signature upon the resolution, of which a draft is attached.

Thank you.



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To: Burlington Board of Finance & City Council
From: Tom Buckley, BED Manager of Customer & Energy Services
Date : September 10, 2013
Subject: Creation of new position in the BED customer service area

With the majority of the "smart grid" system now up and running, the remote electric service connect/disconnect feature built into the automated metering system has eliminated a large portion of field work and truck driving that a customer service field representative has performed up until now. While there is still some manual service disconnection that will remain, it is only about 20% of that portion of this job compared with past requirements.

This gives us an opportunity to combine some of the customer service tasks that are currently handled by the Energy Services Specialists (freeing them to focus on recently expanded energy efficiency program goals), as well as a variety of underserved administrative roles in the customer service area into a single new position we propose to name "Customer Service Specialist" (description attached). This position would focus on enhanced billing procedures including new service offerings such as net metering, enhance the commercial customer service process, and provide enhanced liaison to the distribution area. The position would continue to address the remaining customer service field requirements, so there would be no loss of function or shift of those responsibilities. The remaining Customer Service Field Representative would continue to provide back-up to those duties of the new position.

The creation of this new position along with the elimination of one of two Field Representative positions would result in no change in the overall number of employees. Any new labor costs would be small and more than compensated by savings in overtime routinely required in the past for field representative activities, so the net effect on the budget is expected to be neutral to slightly positive.

Thank you for your consideration of this proposal.



City of Burlington Job Description

DEPARTMENT: Burlington Electric Department
POSITION TITLE: Customer Service Specialist
CLASSIFICATION: Grade 10
POSITION NUMBER: TBD
REPORTS TO: Customer Service Supervisor
UNION: IBEW
EXEMPT STATUS: Non-Exempt, Regular Full Time

JOB OBJECTIVES/SUMMARY:

Responsible for the communication and delivery of B.E.D.'s customer services to residential and commercial customers. Initiates and maintains ongoing positive relationships through daily contacts with customers and their representatives. Serves as a primary point of contact for commercial customers to: coordinate their customer service requests within B.E.D., facilitate timely resolution of customer concerns and issues, forward concerns as needed to appropriate departmental staff in order to continually improve B.E.D. customer services.

ESSENTIAL FUNCTIONS:

- Communicates as needed with customers concerning B.E.D. services, programs, rates, policies, planned outages and related customer service issues.
- Performs or facilitates billing analysis as needed for commercial and industrial customers.
- Communicates with customers regarding their delinquent accounts; establishes and maintains customer repayment agreements, particularly for commercial and industrial customers.
- Responds to customer inquiries or complaints concerning BED or utility-related issues in a timely fashion, including real-time assistance to commercial and industrial customers during power outages.
- Promotes the delivery of all BED customer service offerings including energy efficiency program options, power quality, demand response and others as they evolve; particularly to commercial and industrial customers.
- Supports customer participation in BED demand response offerings.
- Coordinates with other Department areas to facilitate resolutions or responses to customer problems or concerns in a timely manner.
- Assists with communication and coordination of services for new construction projects including line extension needs, distribution system alterations and the delivery of energy efficiency options.
- Represents BED in dealings with other City departments to integrate customer programs with other City department operations, policies and regulations.
- Assists the Energy Services team in the identification of opportunities for and

- incorporation of new electro-technologies into existing and new customer facilities.
- Performs disconnects and re-energizing electrical meters where required and obtains accurate final readings in a timely manner.
- Inspects, reseals, and reports on possible faulty meter installations or conditions.
- Processes all Customer Service Requests including, but not limited to work orders, title searches, energy audits, budget payment plans, and consumption history information.
- Processes customer payments received at drive up, walk-in and in the field including checks, debit, and credit cards and other electronic payments.
- Provides back-up to the Billing Coordinator position.
- Represent BED's programs and services at exhibitions, conferences and City functions.

NON-ESSENTIAL FUNCTIONS:

- Performs other duties as required.

MINIMUM QUALIFICATIONS AND/OR EXPERIENCE:

- An Associate's Degree and five years of combined utility customer service/metering services experience serving a broad range of customers is required. Seven years of relevant utility experience may be substituted for the educational requirement.
- Must be self-motivated and able to work independently and as part of a team.
- Must be proficient at using word processing and spreadsheet software and at assembling customer communications from these formats.
- Must have excellent verbal and written communication skills with a strong customer service orientation and the ability to interact effectively with co-workers is essential.
- Must have excellent organizational and project management skills.
- Must be able to adhere to safety procedures, including wearing safety and protective equipment when conducting electrical field work.
- Must have demonstrated accurate arithmetic skills. Must have a valid driver's license and experience driving light fleet vehicles.
- Must be flexible about changes in assignment and able to handle multiple tasks concurrently.

NUMBER SUPERVISED:

DIRECTLY: 0

INDIRECTLY: 0

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> seeing | <input checked="" type="checkbox"/> ability to move distances | <input checked="" type="checkbox"/> lifting (specify) |
| <input checked="" type="checkbox"/> color perception | within and between | <u> 10-20 </u> pounds |
| (red, green, amber) | warehouses/offices | <input checked="" type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> hearing/listening | <u> </u> climbing | <u> 10-20 </u> pounds |

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> clear speech | <input checked="" type="checkbox"/> ability to mount and
dismount forklift/truck | <input checked="" type="checkbox"/> driving (local/over
the road) |
| <input checked="" type="checkbox"/> touching | <input checked="" type="checkbox"/> pushing/pulling | |
| <input checked="" type="checkbox"/> dexterity | | |
| <input checked="" type="checkbox"/> hand | | |
| <input checked="" type="checkbox"/> finger | | |
| <input checked="" type="checkbox"/> reading - basic | <input checked="" type="checkbox"/> math skills - basic | <input checked="" type="checkbox"/> analysis/comprehension |
| <input type="checkbox"/> reading - complex | <input type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision
making |
| <input checked="" type="checkbox"/> writing - basic | <input checked="" type="checkbox"/> clerical | |
| <input type="checkbox"/> writing - complex | | |
| <input type="checkbox"/> shift work | <input checked="" type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input checked="" type="checkbox"/> extreme heat | <input checked="" type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> works with others | <input checked="" type="checkbox"/> extreme cold | <input type="checkbox"/> high places |
| <input checked="" type="checkbox"/> verbal contact w/others | <input checked="" type="checkbox"/> noise | <input type="checkbox"/> fumes/odors |
| <input checked="" type="checkbox"/> face-to-face contact | <input checked="" type="checkbox"/> mechanical equipment | <input type="checkbox"/> hazardous materials |
| <input checked="" type="checkbox"/> inside | <input checked="" type="checkbox"/> electrical equipment | <input checked="" type="checkbox"/> dirt/dust |

Description of Working Conditions:

The specialist works within a very busy, customer-contact oriented office environment. Extensive use of a personal computer is required. A substantial portion of time will involve traveling and meeting with customers at their property. The job may involve some statewide travel. Hours of work are consistent with normal business hours, but may vary depending on work load or special projects as assigned.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees in this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

APPROVALS:

Supervisor

Manager

Human Resources

City of Burlington Job Description

Position Title: Customer Service Field Representative

Department: Burlington Electric Department

Reports to: Supervisor of Customer Service

Pay Grade: 8

Job Code: 740

Exempt/Non-Exempt: Non-Exempt

Union: IBEW

General Purpose:

This position is responsible for taking final readings, collecting delinquent accounts, disconnecting customers with delinquent accounts, investigating low and high meter readings and providing courteous and accurate responses to all customer inquiries. This position is also responsible for communicating information concerning B.E.D.'s policies, programs and services, and for relaying customer information to appropriate Departmental Staff.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Performs disconnects and re-energizing electrical meters where required.
- Inspects, reseals, reports on possible faulty meter installations or conditions.
- Serves as a liaison between the customer and the full range of BED services.
- Communicates with customers regarding their delinquent accounts.
- Obtains accurate final readings in a timely manner.
- Processes all Customer Service Requests including, but not limited to service orders, title searches, energy audits, budget payment plans, and consumption history information.
- Works with Departmental staff to provide BED customers necessary information concerning BED's programs, rates, services and policies.
- Responds to customer inquiries or complaints concerning BED or utility-related issues in a timely fashion, including power outages.
- Negotiates repayment agreements in person and by telephone.
- Processes customer payments received at drive up, walk-in and in the field.
- Maintains active delinquency accounts.
- Provides services that promote BED energy efficiency programs to residential and small commercial customers.
- Represent BED's programs and services at exhibitions, conferences and City functions.
- Process electronic payments including checks, debit, and credit cards.

Deleted: for the Neighborsave and Smartlight

Non-Essential Job Functions:

- Provides back-up coverage for ~~Cashier, Messenger and Business Center Operator functions.~~
- Performs other duties as required.

Deleted: Mailroom Clerk/Cashier

Minimum Qualifications/Basic Job Requirements:

- Associates Degree and two years of combined customer service/metering services experience serving a broad range of customers required. At least four years of relevant experience may be substituted for the educational requirements.
- Must have or be able to acquire a working knowledge of Burlington street locations.
- Must have demonstrated knowledge of electrical metering equipment.
- Must be able to adhere to safety procedures, including wearing safety and protective equipment when conducting electrical field work.
- Must be able to work in various weather conditions.
- Must have excellent organization skills and be able to communicate effectively with customers both verbally and in writing.
- Must have accurate arithmetic skills with legible handwriting.
- Must be able to work as a team player with other department personnel.
- Must be flexible about changes in assignment and able to handle multiple tasks concurrently.
- Must be able to post data using a 10-key calculator with speed and accuracy.
- Must be able to work in a Windows-based computing environment with database, spreadsheet and word processing software.
- Must possess and maintain a valid Vermont driver's license.
- Experience with AS400 or other mainframe computing preferred.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> seeing | <input checked="" type="checkbox"/> ability to move distances within and between warehouses/offices | <input checked="" type="checkbox"/> lifting (specify) <input type="checkbox"/> 10-20 pounds |
| <input checked="" type="checkbox"/> color perception (red, green, amber) | <input type="checkbox"/> climbing | <input checked="" type="checkbox"/> carrying (specify) <input type="checkbox"/> 10-20 pounds |
| <input checked="" type="checkbox"/> hearing/listening | <input checked="" type="checkbox"/> ability to mount and dismount forklift/truck | <input checked="" type="checkbox"/> driving (local/over the road) |
| <input checked="" type="checkbox"/> clear speech | <input checked="" type="checkbox"/> pushing/pulling | |
| <input checked="" type="checkbox"/> touching | | |
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| <input checked="" type="checkbox"/> reading - complex | <input type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision making |
| <input checked="" type="checkbox"/> writing - basic | <input checked="" type="checkbox"/> clerical | |
| <input type="checkbox"/> writing - complex | | |
| <input type="checkbox"/> shift work | <input checked="" type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input checked="" type="checkbox"/> extreme heat | <input checked="" type="checkbox"/> moving objects |

Customer Service Field Representative

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<input checked="" type="checkbox"/> works with others	<input checked="" type="checkbox"/> extreme cold	<input type="checkbox"/> high places
<input checked="" type="checkbox"/> verbal contact w/others	<input checked="" type="checkbox"/> noise	<input type="checkbox"/> fumes/odors
<input checked="" type="checkbox"/> face-to-face contact	<input checked="" type="checkbox"/> mechanical equipment	<input type="checkbox"/> hazardous materials
<input checked="" type="checkbox"/> inside	<input checked="" type="checkbox"/> electrical equipment	<input checked="" type="checkbox"/> dirt/dust

Supervision:

Directly Supervises: _____ Indirectly Supervises: _____

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

(revised May 6, 2005; sent to union May 6, 2005; final May 20, 2005)
(revised 02 07; sent to union February 21, 2007; final March 9, 2007)
(revised 05 11, sent to union June 10, 2011, final June 22, 2011)

Non-Exempt Position Classification Form

Position Title: Burlington Electric Department
 Supervisor/Manager: Customer Service Specialist
 Person(s) Completing Classification: Ben Key & Daryl Sawfern
 Date of Classification: 8-21-2013
 Reason For Classification: Revision to Existing Position New Position Other (Explain):
Customer Service Specialist

Instructions:

First, assign a degree (1st, 2nd, etc.) for each compensation factor to which the position description & requirements most closely matches. Then assign a point value to each degree from the Non-Exempt Compensation Factor Point Value sheet. Total the points to determine the classification level.

-45
-60

Compensation Factor:	Degree:	Points
1. Knowledge & Experience	4th	130
2. Job Complexity	2nd	50
3. Leadership Responsibility	N/A	-
4. Decision Making	4th	100
5. Impact of Decision	3rd	100
6. Supervision Received	2nd	30
7. Contact with Customers/Public	2nd	50
8. Interaction with Others	2nd	25
9. Responsibility for Assets	1st	10
10. Responsibility for Records	2nd	25
11. Physical Demands	2nd	20
12. Working Conditions/Hazards	2nd	25
Total Points		565

Classification Level 10

Internal Equity Review:

YES NO

Are there positions in BED with similar responsibilities & qualifications to this one?

If yes, what are the positions (you need to list only one or two)? Customer Service Field Reps, Customer Service Reps

3. Do the total points and classification for this position equal the classification for the similar positions listed above? NO

4. Is this position union or non-union ? If non-union what criteria were used to determine its non-union status? --> Professional ; Confidential ; Supervisory

5. If the answer to question #3 is "Yes", then the classification process is complete. If the answer is "No" then review the classification factors for this position in conjunction with factors for comparable positions and make changes where appropriate.

Final Approvals:	Date:
Area Manager: _____	_____
General Manager: _____	_____
Human Resources: _____	_____

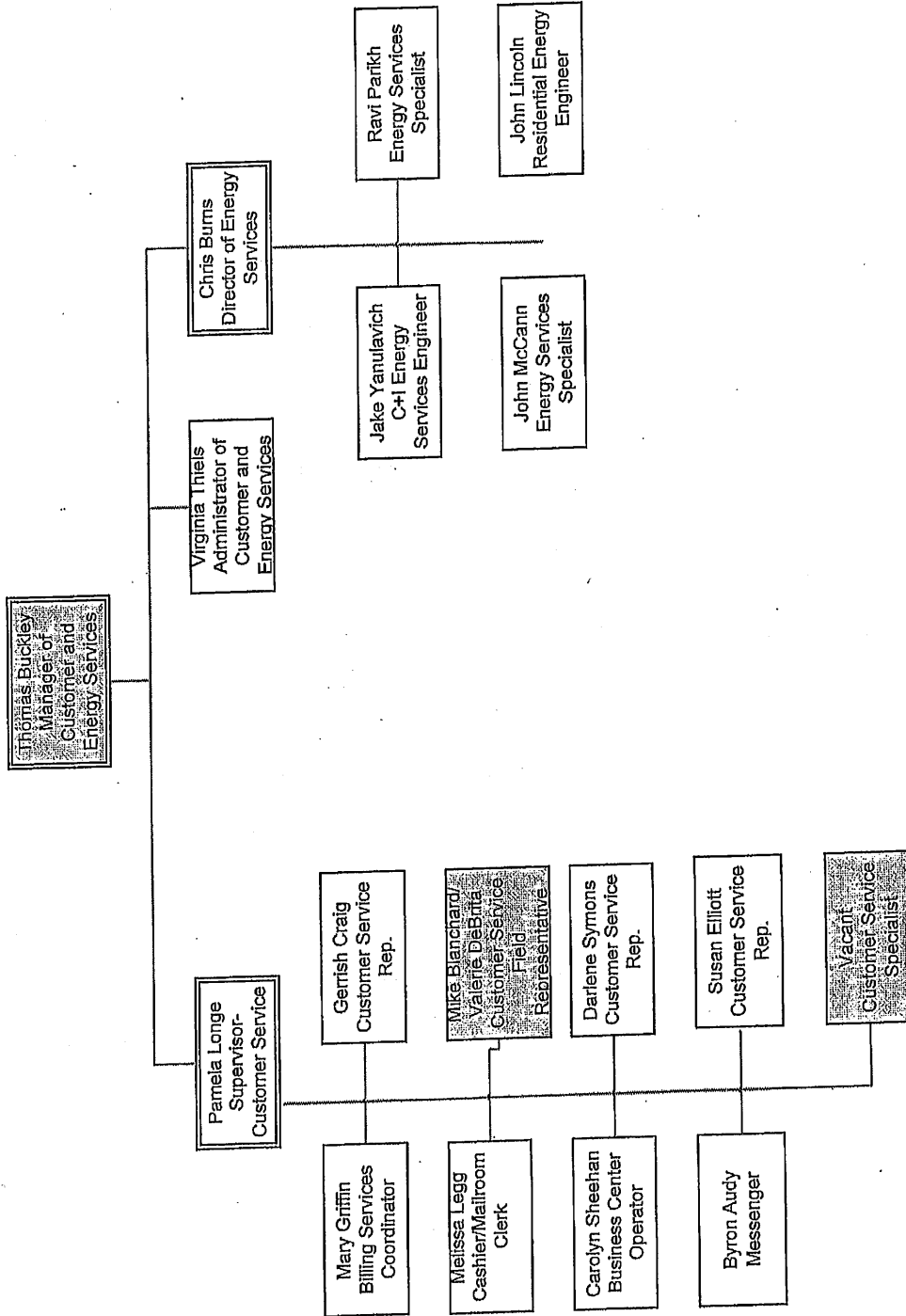
Energy Services Specialist

Proposed
September

2013

Customer & Energy Services

Burlington Electric Department



Existing

September

2013

Customer & Energy Services

Burlington Electric Department

