



CITY OF SANTA MARIA, CALIFORNIA
Utilities Office Specialist

Attachment C

JOB TITLE: Utilities Office Specialist	DEPARTMENT: Utilities	
CLASSIFICATION: Non-Exempt	UNIT: G	GRADE: 429
ESTABLISHED: October 2025	LEVEL: Individual Contributor	

SUMMARY / IDENTIFYING CHARACTERISTICS:

Under the general direction of assigned supervisor, serves as the primary customer-facing representative for its assigned area. The position provides exceptional customer service, responds to requests for operational services, and delivers office and administrative task execution. This role facilitates efficient customer service operations for the public.

The Utilities Office Specialist position is an Individual Contributor role that works within an established framework of policies and procedures to accomplish department objectives. The position requires effective collaboration and coordination between department staff, field operations, and other City departments.

ESSENTIAL DUTIES/RESPONSIBILITIES:

These duties are a representative example; position assignments may vary depending on the business needs of the department and organization. This position:

- Provides service by phone, in-person, and email, including responding to service requests and explaining account information and department services to the public and City staff.
- Serves as a liaison for field staff, department staff, and other City departments to accomplish service requests and meet operational objectives.
- Assigns real-time work orders to field staff.
- Enters, updates, and maintains information in various software systems and prepares operational reports.
- Organizes and maintains department records.
- Reviews and use geographic information system databases to complete assigned tasks.
- Acts as a receptionist for the department, screens phone calls and visitors, and responds to routine requests.
- Drafts and utilizes various written materials including letters, notices, emails, standard operating procedures, and makes recommendations to improve processes.
- May be responsible for mail collection, mail distribution, and/or completing routine errands for the department.
- Positions assigned to Solid Waste also:
 - Review customer accounts and process service applications.
 - Accurately calculate costs for services, updated costs into financial system of record, and coordinates with Utility Billing to ensure accurate invoice amounts.



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- Perform data audits and/or conduct data reconciliations as required.
- Positions assigned to Water Resources may:
 - Support the coordination, preparation, and/or verification of financial records as required, including but not limited to timecards, purchase orders, and invoices.
- Upholds the values of the organization and has strong customer service orientation.
- Performs other related duties as assigned.
- Demonstrates regular, reliable, and punctual attendance.

CORE COMPETENCIES:

Individual Contributor:

Incumbents should have a solid foundation of the following core competencies identified by the organization to be essential and listed in order of importance (click the hyper link to see the full definition [Individual Contributor Competencies](#)):

- **Team Player** - Effective performers are team oriented, share resources, respond to requests, and support a spirit of cooperative effort.
- **Customer Orientation** - Effective performers are in touch with community needs and review the organization through the eyes of Santa Maria residents. They go out of their way to anticipate needs.
- **Integrity** - Effective performers think and act ethically and honestly, take responsibility for their actions and foster a work environment where integrity is rewarded.
- **Composure** - Effective performers maintain emotional control, even under ambiguous or stressful circumstances, and demonstrate emotions appropriate to the situation.
- **Functional/Technical Expertise** - Effective performers are knowledgeable and skilled in a functional specialty (e.g., finance, public works, planning, information technology, human resources, etc.), and remain current in their area of expertise.
- **Problem Solving & Decision Making** - Effective performers identify problems, solve them, act decisively, and show good judgment.
- **Learning Agility** - Effective performers continuously seek new knowledge, are curious, learn quickly, and use new information effectively.
- **Drive/Energy** - Effective performers have a high level of energy and are ambitious and passionate about their role. They have stamina and endurance to maintain a fast pace.

QUALIFICATIONS/EXPERIENCE:

- Graduation from high school, or GED.
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above; and
- Ideally, one or more years of responsible office or administrative experience, including a focus on customer service and/or responding to operational service requests.



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- Current technical/professional knowledge of complex principles, methods, standards, and techniques associated with the scope of work of a recognized profession, such as:
 - Applicable Federal, State, and local laws, ordinances, regulations, and guidelines related to assigned duties is highly desired.
 - Principles and practices of filing and recordkeeping.
 - Concepts and techniques of customer service.
 - Use of software for tracking and maintaining data and records is highly desired.
 - Ability to assess service requests and assign them to appropriate staff.
 - Effective verbal and interpersonal communication skills.
 - Microsoft Office Suite (or equivalent).
 - Effective use of computer and other office equipment.
- Required licenses and/or certifications associated with the assignment:
 - Valid Class “C” Driver’s License.

CONDITIONS OF EMPLOYMENT:

- Possession of a valid and appropriate Driver License. Must have and maintain a satisfactory driving record and meet City liability requirements to drive for City business.
- The incumbent must meet the physical requirements of the job class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

SUPPLEMENTAL INFORMATION:

- Requires completion of a background investigation to the satisfaction of the City.
- May require completion of a pre-employment physical to the satisfaction of the City.
- Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.



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EMPLOYEE CONFIRMATION

I have read and understand the job description for my position. I am able to perform all the essential functions of this position. I agree to comply with City policies and all laws, rules, regulations and standards of conduct related to my position.

Employee

Date