



Office of Human Resources  
Wastewater Data Technician - CV2361  
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### General Statement of 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.

### 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.

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.

### Competencies

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

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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

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

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

None

### **Education Requirement**

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

### **Experience Requirement**

Three (3) years of clerical experience which includes two (2) years of customer service experience and one year of financial related experience.

### **Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

None

### **Working Environment**

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

### **Level of Physical Demand**

1-Sedentary (0-10 lbs.)

### **Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check  
Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: V-612**  
**FLSA Code: N**  
**Established Date: 9/21/2018**  
**Established By: LS**  
**Revised Date:**  
**Revised By:**  
**Class History:**