



CLASS TITLE | UTILITIES NEW SERVICES COORDINATOR

PAY GRADE: AT-32 | www.cityoftulsa.org/pay

Effective Date: 07/21/2025

CLASS CODE: 3506

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for coordinating new utilities services activities, inspecting construction sites and coordinating timely and accurate information flow between the field and multiple computer systems and maintaining records related to new taps activity to support revenue assurance initiatives; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Conducts comprehensive new service setup reviews to verify billing tariffs and charge items accuracy
- Performs field inspections to coordinate various meter installations with other sections and ensure accurate utility system updates
- Attends engineering plans review meetings to ensure billing setups reflect field inspections
- Enters, validates and corrects customer billing information in the utilities systems to ensure accuracy of billing flags and settings on customer accounts and property
- Makes determination of availability and correct district for sewer service
- Works with Permits section to obtain construction plan information
- Analyzes information flow to identify problems, recommends solutions and coordinates with Senior Business Analyst to mitigate billing errors
- Analyzes existing/outstanding permits and coordinates activities to resolve issues
- Reports illegal connections
- Designs exception reports to identify errors or missing information
- Develops and/or finds and recommends efficient service pack groups for the Business Rules Engine new taps function
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. (a) Graduation from high school or possession of a General Education Development Certificate (GED); **and**
(b) Four (4) years of experience relevant to the essential tasks listed in this job description;

or
2. (a) Completion of sixty (60) hours from an accredited college or university; **and**
(b) Two (2) years of experience relevant to the essential tasks listed in this job description



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Knowledge, Abilities and Skills:

Knowledge of:

- Billing systems, procedures and policies
- Utility information systems, permits and licenses
- Water systems

Ability to:

- Work independently
- Analyze, interpret and resolve complex problems regarding meter configurations, service setups and billing rates
- Develop systems solutions

Skill in:

- Courteously and tactfully communicate with internal and external customers

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; occasional pushing up to 60 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, and climbing and smelling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license; **and,**
- b) Class "D" water license *preferred*

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting, and occasionally outdoors and in inclement weather; may be exposed to traffic, temperature/weather extremes, and climbing hazards; and requires travel to various City locations.

EEO Code: N-02

Group: Engineering, Planning and Technical

Series: Sub Professional Engineering and Technical