

TOHONO O'ODHAM UTILITY AUTHORITY

Position Description Commercial Representative – Water Department *(includes water, wastewater and propane services)*

Department: Water/ Wastewater & Propane
Reports to: Operations Assistant - Water/ Wastewater & Propane
FLSA Status: Nonexempt
Location: Sells, AZ
Shift: 8:00 AM – 4:30 PM
Salary Level: 6
Prepared by: Tohono O'odham Utility Authority
Approved by: Kristan Johnson, General Manager
Approved Date: 08/21/2026

SUMMARY

Provides in-person or telephone service, information and assistance to Water, Wastewater and Propane Customers. Sets up Customer Accounts and issues account services for meters, tank exchanges, and trouble services. Assist department staff with data entry, electronic filing, record keeping, and reporting.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, as well as other duties as assigned:

- Greets customers in person and by phone, ascertains nature of business, and provides direct assistance where possible or guides customers to appropriate staff for assistance.
- Creates customer accounts for water, wastewater and propane.
- Assist other members of the team to ensure that the needs of all customers are met and delivered accurately and in a timely manner.
- Works closely with Department Superintendent and field crews, as well as I.H.S and Contractors, in coordinating services to customers.
- Has knowledge of services for water, wastewater and propane, and remains current with policies and procedures guiding these operations.
- Schedules services and trouble requests for water, wastewater, plumbing and propane, and ensures service orders are completed promptly for billing to customer accounts.
- Uploads Meter Provisioning Files to Beacon System.
- Creates meter exchanges and propane tank exchanges for both residential and commercial customer accounts.
- Assists Customers with Beacon's Eye-On-Water Application, for customer water meter monitoring.
- Reports water outages to PR/Marketing for social media posting, and contacts District or Community Representatives to assure information and updates are efficiently provided.
- Maintains customer service call logs, material tracking, invoicing, and general customer account data.
- Composes, types and files routine correspondence, quotes and other records.
- Works with Ivue to streamline Water Department data tracking and customer service procedures.

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- Prepares Departmental Reports to summarize water and propane usage and operational data, for use by Department Manager for Executive Level Reporting.
- Helps prepare the required water quality information and consumer education publications as directed.
- Provides assistance to Supervisor (Department Operations Assistant) as necessary.
- Must be accurate and detail oriented.
- Must be efficient in Excel, Word, and have good working knowledge of computers.
- Must have a working knowledge of Ivue and be able to expand knowledge base to improve department operations.
- Utilizes approved artificial intelligence (AI) language learning model tools to support daily activities, documentation, and workflow efficiency.
- Must be proficient in math and have accomplished language skills.
- Be willing to travel when required for training or other TOUA related business.
- Be familiar with office equipment such as commercial printers, scanners, fax machines, and multi-line telephones.
- Maintain confidentiality when dealing with sensitive information.

QUALIFICATIONS

- To perform this job successfully an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the knowledge, skill, and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Required personal characteristics include: a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and ability to gain and maintain the respect of others.

EDUCATION and/ or EXPERIENCE

- High school diploma or general education degree (GED);
- Two years related experience and/ or training;

LANGUAGE SKILLS

- Ability to read and interpret documents such as safety rules, common scientific and technical data, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Prefer ability to converse in the Tohono O'odham language.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

- Current Arizona Driver's License

OTHER SKILLS AND ABILITIES

- Ability to operate a Personal Computer and 10- Key Calculator.
- Have great communication and customer service skills.
- Must be familiar with a variety of software packages and able to create documents, spreadsheets and presentations.
- Should have excellent typing skills and be capable of accurately producing forty words per minute.
- Be comfortable with working on emerging technologies, including AI platforms, to enhance job performance.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; and hear or talk in a clear manner.
- The employee must occasionally lift and/ or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The noise level in the work environment is usually moderate.
- At the discretion of the Department Manager, this position may be eligible for a hybrid/remote work environment.

SOFTWARE REQUIREMENTS FOR POSITION

- Microsoft Suite
- Adobe Acrobat
- Ivue (Connect, CIS, Financials, Vault, Service, Scheduler)
- Google Chrome
- Google Earth
- Beacon
- Web Browser