



# Department of Human Resources & Civil Service

Job Announcement  
Please Post Conspicuously

Adam J. Bello  
County Executive

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Director

**TITLE:** SENIOR CUSTOMER SERVICE ASSOCIATE – MONROE COUNTY (Provisional\* Appointment)

**SALARY:** \$35,613 – 46,918 annually

**LOCATION:** Monroe Community Hospital

**JOB SUMMARY:**

This is a senior level clerical position responsible for providing customer service and administrative support for a department or agency. Duties involve assisting internal and external customers understand government processes, applications, and laws and rules as they relate to the department or agency. Duties also involve maintaining and reconciling records (ex. payroll records, staff schedules), and producing reports utilizing existing software. The employee reports directly to, and works under the general supervision of a Personnel Analyst or other higher level staff member. Does related work as required.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus one (1) year paid full-time or its part-time equivalent experience performing office duties involving entering and editing data on payroll or financial records, or providing customers with information and resolving complaints; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus three (3) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
- (C) Five (5) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A), (B) and (C) above.

**SPECIAL REQUIREMENTS:**

A candidate needs to have received their primary COVID-19 vaccination series.

Candidates for employment with Monroe County Government will be required to pass a pre-employment drug test, along with a background investigation. Failure to meet the standards may result in disqualification.

If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

**ADDITIONAL INFORMATION:**

Effective February 2023 through December 2024 Monroe County will be providing full-time employees a quarterly \$1000 retention payment.

**ADDITIONAL INFORMATION (continued):**

Visit: <https://www.monroecounty.gov/hr-choosemonroe> for more information on our county's generous paid time off, 14 holidays and more.

**RESIDENCY REQUIREMENT:**

Applicant must be a resident of Monroe County at the time of appointment and for at least four (4) months at the time of examination.

**APPLY ONLINE OR SEND CIVIL SERVICE APPLICATION TO:**

MONROE COMMUNITY HOSPITAL  
435 EAST HENRIETT ROAD  
ROCHESTER, NY 14620

**Posting Date:** April 18, 2023

**Posting Deadline:** Until filled

\*The term provisional means that you will be required to take the next Civil Service examination for this title, and place among the top three (3) candidates on the examination list in order to be eligible for permanent appointment.