

## SENIOR CUSTOMER SERVICE REPRESENTATIVE

Code No. 4-05-238  
COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This is a senior-level position at the Monroe County Water Authority (MCWA) responsible for customer service and billing activities. This class differs from Customer Service Representative by its responsibility for handling more complex customer service and billing activities, its responsibility for analyzing and processing new water service applications, and training new staff. The employee reports directly to and works under the general supervision of a higher-level staff member. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (All need not be performed in a given position. Other related activities may be performed although not listed.)

Converts records from other municipalities in accordance with rules and regulations of the MCWA;

Checks and interprets plate maps, developer's plans and other industry-specific documents to assist customers, plumbers and other contractors;

Analyzes and processes applications for new water services;

Researches and investigates, along with other MCWA departments, information to assist in resolving billing or service inquiries;

Works with field personnel and public officials regarding billing or service issues;

Trains and coaches other staff on new topics, regulations, procedures, policies, etc.;

Reviews and assigns work of other customer service staff;

Handles the more detailed or complicated billing customer service problems and requests for supervisory level intervention or attention;

Inputs monthly billing reads, including calculation and conversions.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the rules and regulations of the Monroe County Water Authority; good knowledge of office arithmetic and procedures; good knowledge of the operation of computerized data base and billing procedures; working knowledge of the layout, design and function of the water distribution system; good oral and written communication skills; good problem-solving skills; organizational skill and attention to detail; ability to prioritize work and handle multiple tasking; ability to keep records; ability to deal with the public on technical issues; ability to convey information accurately; ability to understand and carry out complex oral and written instructions; ability to communicate effectively orally and in writing; ability to research and analyze water distribution-specific reports and records; ability to type and enter data accurately; tact and courtesy; good judgment; physical condition commensurate with the demands of the position.

**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 an Associate's degree in Business Administration, Accounting, or Finance, plus two (2) years paid full time or its part time equivalent experience in customer service for a utility responsible for the resolution of customer complaints and/or inquiries; OR,
- (B) Four (4) years of experience as defined in (A) above; OR,
- (C) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**SPECIAL REQUIREMENT:**

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

Depending on the position duties, candidates for employment with Monroe County Government will be required to pass a pre-employment drug test.

**ADOPTED:** February 5, 2004

**REVISED:** April 8, 2004