

## SUPERVISOR OF CUSTOMER ACCOUNTS

Code No. 3-01-092

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position in the Customer Services Section of the Monroe County Water Authority. Responsibilities include supervising all phases of customer accounts, billings, adjustments, complaints, inquiries and related functions. General supervision is exercised over a clerical staff responsible for resolution of customer problems. The employee reports directly to and works under general supervision from the Director of Finance/Business Services. 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.)

Supervises a clerical staff responsible for the resolution of customer problems concerning water service or billing;

Trains staff on existing and new procedures;

Supervises and reviews the input of meter reading information, customer account maintenance information and adjusted billing information to the customer accounts file;

Supervises billing and related tasks;

Monitors overall quality of Customer Service activities, including follow-up with customers to evaluate Authority response to complaints and problems;

Consults with various departments to establish continuity of procedures between this department and other departments;

Implements data processing enhancements to customer account inquiry, data input and billing systems;

Prepares analyses and reports relating to water use and customer accounts;

Assists staff with the more difficult customer complaints, and directly resolves those requiring special attention.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and practices of billing and account keeping; good knowledge of the Water Authority's rules and regulations regarding billing and payments received; good knowledge of data processing system operations and principles as related to customer accounts; supervisory ability; ability to monitor and evaluate activities and make appropriate adjustments; ability to work with other Water Authority sections to ensure continuity of services; ability to prepare reports and analysis; ability to establish and maintain working relationships; ability to provide guidance to staff on routine and difficult complaints and directly resolve those of a more complex nature; tact and courtesy; good judgment; health 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 a Bachelor's degree plus two (2) years paid full-time or its part-time equivalent experience responsible for the resolution of customer complaints and inquiries regarding a company's or agency's product, billings, credit AND quality of its product or service\* one (1) year of which must have involved supervision; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus four (4) years paid full-time or its part-time equivalent experience as defined in (A), one (1) year of which shall have involved supervision; OR,
- (C) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

\*Experience limited to account keeping, collections or delinquent accounts, cashiering, teller, counterwork found in banking and retail stores is not considered qualifying.

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

ADOPTED: April 18, 1991

REVISED: January 10, 1992