

## **UTILITY SERVICES ADMINISTRATOR**

Code No. 3-14-300  
COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This is a supervisory public relations position in the Monroe County Water Authority (MCWA) responsible for administering a proactive customer relations program, training employees, analyzing work crew response and results, compiling data on water quality issues, preparing surveys and public informational literature, issuing public notifications, resolving customer account issues and related functions. The employee reports directly to, and works under the general direction of, the Director of Finance and Business Services, with leeway allowed for the exercise of independent judgment. General supervision is exercised over a clerical staff. 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 maintenance of customer account information and the resolution of customer problems with water service or water billing;

Conducts customer surveys on water quality and water service issues;

Coordinates and assists in the development of public informational programs and Authority construction projects and other activities;

Prepares public information notices and other materials;

Trains employees on procedures and quality enhancements;

Supervises clerical staff in water billing process, input of meter reading information, customer account maintenance information, and adjusted billing information to the customer accounts file;

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

Collects water quality and service related information from customers and works with the Water Quality Laboratory to resolve system problems;

Monitors overall quality of various field and office utility service activities, including follow-up with customers to evaluate Authority response to complaints and problems;

Consults with various departments to establish continuity of procedures among Authority departments;

Prepares analyses and reports relating to water use and water sales activities.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of the practices and procedures of the water utility industry as related to the MCWA; good knowledge of MCWA's rules, regulations and practices; good knowledge of the principles and practices of large scale automated billing and account record keeping; good knowledge of data processing systems operations and design in a large

utility; good oral and written communication skills; supervisory ability; ability to monitor and evaluate activities and make appropriate adjustments; ability to work with other MCWA sections to ensure continuity of service; ability to plan and organize public informational presentations; ability to prepare written public information notices; ability to prepare reports and analysis; ability to establish and maintain effective working relationships; ability to provide guidance to staff on routine and difficult complaints and directly resolve those of a more complex nature; integrity; 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 a Bachelor's degree plus two (2) years paid full-time or its part-time equivalent experience in a public utility responsible for the resolution of customer complaints and inquiries regarding the utility's product, billing 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 of experience as defined in (A), two (2) years of which must 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, or counterwork as found in banking and retail stores is not considered qualifying.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

**ADOPTED:** April 6, 1995