

## **ASSISTANT MANAGER OF CUSTOMER SERVICES**

Code No.: 3-18-219

COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This position in the customer services section of the Monroe County Water Authority is responsible for maintaining smooth relations with the authority's water consuming public. The employee reports directly to, and works under the general direction of, a higher level staff member such as the Manager of Customer Services or Utility Services Administrator, with wide leeway allowed for the exercise of independent judgment. Provides lead supervision to 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.)

Provides lead supervision to clerical staff whose primary responsibility is the resolution of customers' problems with water service or water billing;

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

Provides lead supervision to billing and related tasks;

Acts as liaison with vendors providing support services to customer service;

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

Handles and resolves difficult customer complaints;

Implements new information system enhancements to customer account inquiry, data input, and billing systems at the direction of the Manager of Customer Services or other higher level staff member;

Documents operational procedures and systems;

Participates in and/or supervises special projects as assigned.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of water customer billing systems; good knowledge of business organization and management; working knowledge of personal computers and software utilized; ability to communicate both orally and in writing; ability to develop, present and analyze information; ability to develop accurate and concise written reports; ability to provide lead supervision to employees; ability to establish and maintain effective professional relationships; ability to deal effectively with the public; good judgment; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's degree in Business Administration or an accounting field, plus one (1) year paid full-time or its part-time equivalent experience in a public utility\* office responsible for the resolution of customer complaints and/or inquiries regarding billing and the product/service; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Business Administration or an accounting field, plus two (2) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,

- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Business Administration or an accounting field, plus four (4) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
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- (D) Six (6) years paid full-time or its part-time equivalent experience as stated in (A) above; OR,
- (E) An equivalent combination of education and experience as defined by the limits of (A), (B), (C), and (D) above.

\*public utility, for the purposes of these minimum qualifications, is defined as services provided by an organization that furnish everyday necessities to the public at large. In this instance, acceptable public utilities include water, electricity, natural gas, telephone service, and sewage. Public utilities can be either publicly or privately owned.

**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.

Monroe County Civil Service Commission

**ADOPTED:** May 3, 1984

**REVISED:** May 6, 2010

**REVISED:** April 8, 2021