

MANAGER OF CUSTOMER SERVICES – WATER AUTHORITY

Code No.: 3-14-091

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position responsible for the establishment and maintenance of the Monroe County Water Authority's water revenue generation activities. This section converts actual water use in the system to collectible revenues and satisfies both Authority Rules and Regulations on the sale of water and its policies on maintaining smooth relations with its water consuming public. The employee reports directly to, and works under the general direction of the Director of Finance and Business Services. General supervision is exercised over Customer Service Representatives or other subordinate 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.)

Directs the operation of the water customer information system to provide accurate measurement of consumption and revenues at all points of sale of water services by the Authority;

Manages, in coordination with the Manager of Information Systems, the development, maintenance and modification of the computer based water customer information system;

Provides summary information on the volumes, patterns and trends of water service sales and revenues;

Maintains, on-going analysis of water consumption by classifications that aid in water rate design and revenue forecasts;

Administers all water supply contracts between the Authority and water districts;

Reviews field and office customer contact activity to assure customer relations satisfactory to Authority policy;

Reviews customer service activity costs in relation to the established fees and charges of the Authority.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of water customer sales and revenue operation; thorough knowledge of data processing systems operations and principles; good knowledge of business organization and management; good oral and written communication skills; ability to organize and supervise critical customer information system; ability to perform analyses and collect pertinent data; ability to prepare, present and analyze information; ability to evaluate problems and select the best solution; good judgment; integrity, tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

(A) Graduation from a regionally accredited college or New York State registered college or

university with an Associate's degree plus five (5) 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, billings, credit AND quality of its product or service* three (3) years of which must have involved supervision; OR,

- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus three (3) years paid experience as defined in (A) two (2) years of which must have involved supervision; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with a Master's degree plus two (2) years paid experience as defined in (A) one (1) year of which must have involved supervision; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A), (B) and (C) above.

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

SPECIAL REQUIREMENT: If you are appointed, you will be required to possess a valid license to operate a vehicle in NYS, or otherwise demonstrate your ability to meet the transportation needs of the position.

REVISED: March 19, 1981

REVISED: January 14, 1993

REVISED AND TITLE CHANGED: September 8, 2011