

## **CUSTOMER SERVICE FOREMAN**

Code No: 3-18-282

COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This is a supervisory position in the Monroe County Water Authority responsible for directing field service personnel performing investigations, installations, testing and other activities related to water customer services. The incumbent is responsible for scheduling, assigning and training staff. General supervision is exercised over field service personnel. The incumbent reports directly to, and works under general supervision from, the Supervisor of Meter 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, schedules and assigns service personnel and vehicles to cover work order assignments generated by the customer record system such as, troubleshooting, replacing broken meters and shutoffs;

Resolves more difficult or complex customer complaints, service and record problems;

Prepares short narrative summary reports on field service activities;

Keeps inventory of supplies, equipment and records required for field service functions;

Trains new Utility Workers and Customer Serviceman personnel;

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of Monroe County Water Authority (MCWA) Water Customer records system; good knowledge of MCWA's rules and regulations; working knowledge of office procedures, practices and equipment; working knowledge of business arithmetic and English; working knowledge of MCWA's water distribution system, water meters and their functions; ability to direct and schedule the work of field service personnel; ability to prepare short narrative summary reports; ability to maintain equipment and supplies; ability to train staff; ability to resolve customer complaints with tact and courtesy; supervisory ability; dependability; good judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma, plus four (4) years of paid full-time or its part-time equivalent experience in field service work such as meter reading or meter repair.

**SPECIAL REQUIREMENT:** Possession of a valid New York State Class V license at time of appointment.

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

**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:** November 17, 1988