

## **CUSTOMER SERVICE REPRESENTATIVE**

Code No. 4-05-217  
Competitive

**DISTINGUISHING FEATURES OF THE CLASS:** This position at the Monroe County Water Authority is responsible for customer service and billing procedures when researching and answering customer inquiries, generating work orders, and making adjustments to customers' bills. The position requires the operation of a computer for researching information on a database. The employee reports directly to, and works under the general direction of, a higher-level staff member. 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.)

Answers customer inquiries dealing with billing and a variety of service issues;

Researches records and/or contacts appropriate employees to respond to customer inquiries;

Performs mathematical calculations to analyze and confirm billing accuracy;

Verifies billing information and makes adjustments when necessary;

Enters a variety of data to update records;

Prepares service work orders as required and enters data from completed orders;

Reviews reports and accounts for irregularities;

Researches and analyzes account history to verify data.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of math and office procedures; working knowledge of operation of computerized database and billing procedures; ability to communicate both orally and in writing; organizational ability and attention to detail; ability to deal effectively with the public; ability to convey information accurately; ability to understand and carry out moderately complex oral and written instructions; ability to prepare simple correspondence; ability to research and analyze reports; good typing skills; ability to type and enter data accurately; 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;

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree, PLUS one (1) year paid full-time or its part-time equivalent experience in a customer service position responsible for the resolution of customer billing and complaints/inquiries; OR,
- (B) Three (3) years experience as described in (A) above; OR,
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

**SPECIAL REQUIREMENTS:** 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.

**ADOPTED:** September 9, 1999

**REVISED:** April 8, 2004

**REVISED:** August 9, 2007

**REVISED:** March 6, 2008

**REVISED:** January 26, 2010

**ADDITIONAL REQUIREMENTS:**

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