

CUSTOMER RELATIONS SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the County Sewer District and involves responsibility for planning and implementing customer services activities. The work is performed under the direct supervision of the Commissioner of Water Quality and Water Pollution Control in accordance with established policy. Considerable leeway is permitted for the exercise of independent judgment in carrying out work assignments. The incumbent may supervise the work of clerical personnel. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Oversees the collection of overdue accounts by planning and controlling work flow in accordance with established policy and procedure;

Resolves customer complaints regarding water pollution control service and billings;

Reviews and analyzes delinquent accounts, monthly and quarterly billings, and prepares the information needed for the processing of delinquent notices;

Makes arrangements with customers for payment of overdue bills in accordance with established policy;

Prepares, institutes, maintains and administers billing and collection policies, procedures and controls;

Performs public relations activities relating to collection of accounts and resolutions of billing errors and customer complaints;

Recommends when service should be terminated for non-payment;

May perform meter reading occasionally;

Prepares written communications and reports to customers which include well accounts, sewage hauler accounts, industrial billings based on flow, and summaries of water use;

May be assigned to prepare special studies and evaluations of various billings and collection activities;

Acts as principal liaison in negotiating and communicating with billings and collection agents;

Supervises billing and collection of non-water-metered and sewered customers;

Consults with management on customer service and public relations matters;

Analyzes sewer permits from communities and converts permits to water board accounts for collection;

Maintains ledger control accounts for billing and collection agencies;

Gathers data relative to budget and rate development.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of modern office terminology, procedures, and equipment; thorough knowledge of business arithmetic and English; good knowledge of modern methods used in collecting and controlling delinquent accounts; good knowledge of office practices; ability to develop and install efficient office methods and procedures; ability to understand and interpret written material; ability to understand and carry out oral and written directions; ability to maintain accurate office records and prepare comprehensive reports; ability to secure the cooperation of others; ability to deal effectively with the public; demonstrated awareness of the importance of consumer relations; clerical aptitude; good judgment in solving consumer problems; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered four (4) year college or university with a Bachelor's Degree in business administration or public management, accounting, economics, or a closely related field and one (1) year of experience involving the billing and collection of accounts and related record keeping activities; **OR**
- (B) Graduation from a regionally accredited or a New York State registered college with an Associate's Degree in business administration or public management, accounting, economics, or a closely related field and three (3) years of experience as listed in (A) above; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience as listed in (A) above; **OR**
- (D) An equivalent combination of training and experience as defined by the limits of (A) through (C) above.