

Jurisdictional Class: Competitive
EEO Category: Service/Maintenance
Revised: 05/23/2023

CUSTOMER SERVICE REPRESENTATIVE (WATER BOARD)

DISTINGUISHING FEATURES OF THE CLASS: This position exists at the Mohawk Valley Water Authority and is responsible for customer service and billing procedures when researching and answering customer inquires, generating maintenance/repair work orders, and adjusting customer bills. The position requires the operation of a computer for researching information on a data base. The employee reports directly to and works under the general direction of a higher-level staff member. Supervision over others is not required of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Answers customer inquires dealing with billing and a variety of maintenance or repair issues;
Research 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 maintenance or repair 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 office and arithmetic procedures; working knowledge of operation of computerized data base and billing procedures; good oral and written communication skills; good organizational skills 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; ability to type and enter data accurately; tact and courtesy when dealing with the public and co-workers; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Associate's degree in Business Administration, Accounting, Finance or other related field; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of customer service experience in resolving customer complaints or inquiries; **OR**
- (C) Three (3) years of customer service experience in resolving customer complaints or inquiries.

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NOTES:

1. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
2. Verifiable part-time or volunteer experience will be pro-rated toward meeting full-time experience requirements.

Adopted: 09/19/1999
Revised: 05/25/2001, 05/23/2023