

Jurisdictional Class: Competitive  
EEO Category: Administrative Support  
Adopted: 03/13/2023

## **SENIOR CUSTOMER SERVICE REPRESENTATIVE**

**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 inquiries, generating maintenance/repair work orders, and adjusting customer bills when necessary. The Senior Customer Service Representative is responsible for training Customer Service Representatives (Water Board) and will oversee day-to-day operations in the absence of the department head. Work is performed under direct supervision of the Customer Service Coordinator. General supervision is exercised over the work of subordinate employees assigned to the customer service department. The incumbent performs related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Maintains commercial, hydrant, and seasonal water accounts;  
Researches and analyzes account history to verify data;  
Processes new business applications;  
Prepares maintenance or repair work orders as required;  
Enters a variety of data to update records and accounts;  
Performs mathematical calculations to analyze and confirm billing accuracy;  
Verifies billing information and makes adjustments when necessary;  
Answers customer inquiries dealing with billing and a variety of maintenance or repair issues;  
Trains Customer Service Representatives (Water Board);  
Oversees day-to-day operations in the absence of the department head.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of office and arithmetic procedures; good knowledge of operations of computerized database and billing procedures; good oral and written communications 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 positions.

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**MINIMUM QUALIFICATIONS:** Either:

- (A) Possession of Bachelor's Degree in Business Administration, Accounting, Finance or closely related field **AND** three (3) years of experience in managing customer accounts and complaints; **OR**
- (B) Possession of Associate's Degree in Business Administration, Accounting, Finance or closely related field **AND** five (5) years of experience in managing customer accounts and complaints; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** seven (7) years of experience in managing customer accounts and complaints.

**NOTE:** 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.

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