

GENESEE COUNTY

CUSTOMER SERVICE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: This is complaint adjustment work involving problems with water meter readings and involves the responsibility for obtaining and recording water consumption records for all customers. An employee in this class also receives and adjusts customer complaints involving water service. The work is performed under the general supervision of the Superintendent of Water and Wastewater, allowing some leeway for the exercise of independent judgment in taking action on customer complaints. Supervision is exercised over a small number of meter readers and clerical employee(s). Does related work, as required.

TYPICAL WORK ACTIVITIES:

Receives complaints from customers regarding frozen and broken service lines, impure water, high bills, and takes corrective action;
Instructs meter readers, issues reading books and checks books for accuracy and completeness;
Reads and makes repairs on industrial and commercial meters;
Makes minor repairs in place to malfunctioning industrial or commercial meters;
Oversees the billing of customers, checks computations, estimates charges where necessary and records new service tabs and new meter installations for billing;
Collects delinquent bills, shuts off water service when necessary;
Maintains a variety of records and prepares reports regarding meter reading and complaint adjustment activities;
Collects water samples and performs tests for chlorine residual and turbidity.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS: Good knowledge of the operation, maintenance and repair of residential, commercial and industrial water meters; working knowledge of the various types of residential and industrial water and sewer pipes and their installation, maintenance, and protection; working knowledge of the types of equipment used in water and wastewater pipe installation; good knowledge of Business Arithmetic and English; ability to maintain a variety of financial records; ability to read and interpret maps and blueprints; ability to receive and adjust complaints courteously and satisfactorily; ability to plan and supervise the work of others; ability to get along well with the public; resourcefulness; reliability.

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Page 2

MINIMUM QUALIFICATIONS: Graduation from high school or possession of appropriate equivalency diploma recognized by the NYS Education Department, which includes or was supplemented by a course in accounting or bookkeeping and two (2) years of full time paid plumbing experience or as a plumber's helper.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

Possession of a valid NYS Driver's License

SPECIAL REQUIREMENTS:

Possession of a Class D Water Distribution Certificate within 12 months of the date of permanent appointment.

Competitive Class

Approval 4/17/85

Revised 9/30/87

4/23/96

4/4/00

4/8/03

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.