

Albany Parking Authority

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PLEASE POST CONSPICUOUSLY

Friday, January 27, 2023

TO: All City of Albany Departments & Divisions
SUBJECT: Notice of Job Opening – **Customer Service Representative**

The **Albany Parking Authority** has one (1) vacancy for **Customer Service Representative** at a hourly rate range of **\$17 to \$18 per hour commensurate with experience @ 37.5 hours/week.**

The schedule for the position will be the following:

Monday through Friday Hours to be determined

Applicants must meet the requirements as outlined in the attached job description.

Anyone who is interested in applying for the position will need to visit the City of Albany Civil Service Employment Portal to apply online. <http://jobs.albanyny.gov>.

Section 62-1 of Chapter 62 of the Code of the City of Albany (Residency Requirement) is not a requirement for the position.

PLEASE POST UNTIL POSITION FILLED

An Equal Opportunity /Affirmative Action Employer

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CUSTOMER SERVICE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this class will provide customer service to members of the community seeking assistance with parking inquiries in the City of Albany. This may include customer service via telephone, email or live in person while conveying information regarding the Authority's services as well as fulfilling customer requests and inquiries with efficiency and accuracy. The Customer Service Representative will also be required to document customer interactions in the Authority's customer management software system. Supervision is not a requirement of this position.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Interact with the customers via emails, over the phone, or in person;
- Explain various parking programs and promotions to members of the public;
- Respond to customer queries patiently, promptly, and professionally;
- Follow up with customer when necessary to ensure satisfaction with response;
- Assist customers with the purchase of parking passes and permits;
- Manage customer accounts and update account information as needed;
- Manage complaints from customers;
- Draft the necessary documents, letter or statements, needed to properly assist a customer;
- Maintain records of interactions with customers in an orderly manner;
- Coordinate with internal departments to find solutions to customer complaints and resolve matters;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Excellent interpersonal skills; well versed in handling customer complaints and Problems;
- Ability to exercise independent judgment and to work without close supervision;
- Good knowledge of Customer Relationship Management software (CRM);
- Ability to complete multiple tasks under time constraints imposed by the nature of the job;
- Strong attention to detail;
- Thorough knowledge of personal computers, office equipment, and Microsoft Office Software, - Outlook, Word, Excel;
- Ability to communicate effectively both orally and in writing;
- Good judgment, tact and diplomacy, understanding, patience, courteousness and Integrity;
- Ability to effectively articulate policies and procedures to the public;
- Ability to work on a team;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree and one (1) year fulltime paid experience in the area of customer service or related field; **OR**
- B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and three (3) year fulltime paid experience in the area of customer service or related field; **OR**
- C. Graduation from High School or High School Equivalency diploma and Five (5) years fulltime paid experience in the area of customer service or related field; **OR**
- D. An equivalent combination of training and experience defined by the limits of (A), (B), and (C) above.