

CUSTOMER CONTACT SPECIALIST
(Department of Water and Water Supply)

DISTINGUISHING FEATURES OF THE CLASS: Under general direction of the Computer Systems Coordinator, this position is primarily responsible for maintaining meter inventory records and peripheral equipment on a computerized system. Unique to this position is the interaction with city residents, departmental staff and independent contractors to facilitate the coordination of water meter repairs, customer requests and complaints while ensuring compliance with city regulations. Explanation of office policies or applicable regulations to the public is also a duty of this position. Supervision is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Assists property owners with meter problems and takes corrective action;
- Initiates contact to property owners to follow up on reports of abnormal meter activity;
- Processes communications from dispatch related to various metering, tapping and termination activities;
- Updates and records receipt of goods on water meter inventory system;
- Assists parts clerk with verification of inventory received against requisition;
- Performs periodic physical review of meter reading related stock to ensure accountability;
- Notifies property owners of billing irregularities and secures owners cooperation in determining cause;
- Furnishes information to the public and responds to requests and complaints;
- Conducts a physical inventory count on meters and related supplies;
- Maintains a computerized inventory system of meters and other related equipment;
- Recommends purchases of meters and related supplies based on current needs of department;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of personal computers, spreadsheet software and billing software and office equipment;
- Working knowledge of installation and repair procedures for water meters;
- Working knowledge of English, spelling and arithmetic;
- Ability to carry out assignments requiring a high degree of initiative;
- Ability to understand and carry out oral and written directions;

- Ability to complete multiple tasks under time constraints imposed by the nature of the job;
- Ability to use communications and telephone equipment;
- Ability to communicate in a clear and concise manner both verbally and in writing;
- Ability to deal calmly and effectively with co-workers and the public;
- Ability to organize, direct and coordinate work activities and materials;
- Good judgment in dealing with co-workers and the public;
- Tact and courtesy;
- Reliability;
- Accuracy;
- 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 an Associate's Degree in Accounting, Business Management or closely related field and one (1) year fulltime paid experience in the area of customer service or related field; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and three (3) years full-time paid experience as described in (A) above; **OR**
- C. Any equivalent combination of training and experience as described by (A) and (B) above.