

SENIOR CUSTOMER CONTACT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under general direction of the Customer Service Supervisor, 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 residence, departmental staff and independent contractors to facilitate with 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. This position differs from the Customer Contact Specialist in that the tasks performed are at a higher degree of difficulty. Supervision is not typical of this position.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Works with customer, internal department staff, and contractors to resolve complex customer service issues pertaining to billing;
- Works closely with Meter Department to schedule appointments with customers for replacement of damaged meters, CTR testing, plugged meters, and estimating meter needs based on special projects;
- Prepares billings for residential route and large user accounts. Applies penalties and interest on user accounts;
- Provides training and acts as lead worker to Customer Contact Specialist;
- Generates reports for Estimated Water Meter Readings, Negative Readings, High Consumption Readings, Orion Installation Status and other billing reports on a monthly and annual basis as required;
- Researches and resolves complex issues involving customer accounts;
- Corrects and verifies lower level staff's calculations in response to customer billings inquires;
- Tracks customer payment plans and other billing modifications per AWB policies and procedures;
- Commits daily payment batches;
- Performs data analysis to find and resolve root cause of customer billing complaints in a courteous, professional manner;
- May represent the Department on billing related matters as assigned;
- Is the superuser and lead of department billing system, adding users and assigns permissions;
- 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 college with an Associate's Degree in Accounting, Business Administration or closely related field and three (3) years of full time paid experience in the area of customer service billing or related field; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full time paid experience as described in (A) above; **OR**
- C. Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE:

Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.