



CUSTOMER SERVICE REPRESENTATIVE

The Clifton Park Water Authority is currently seeking a Customer Service Representative.

DISTINGUISHING FEATURES OF THE POSITION: This work is primarily of a routine nature and involves the handling of telephone calls, as well as customer payment entry, filing, and other various account related tasks. This position requires a general understanding of Authority operations, policies, and procedures. Employees generally follow a prescribed routine and in most cases receive only infrequent general instructions. Unusual problems or situations, not previously encountered, are discussed with supervisors before action is taken. Work is performed under the general supervision of the Business Manager. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

Answers telephone and responds to customers' questions;
Makes daily trips to the Post Office to drop off and retrieve mail;
Makes daily trips to the Authority's banking institutions to drop off bank deposits;
Processes customer payments, applying payments to customer accounts in the billing software;
Reconciles payments received to payments entered in billing software, and creates deposit slips for daily receipts;
Files vendor payment records in a neat, organized, and easy to search format;
Operates computing, calculating and other office machines;
Applies interest to past due accounts on a monthly basis, generates an accompanying report, and late notices to be mailed to those customers;
Generates customer termination letters for customers to be shut off for non-payment, and prepares them for mailing;
Generates shut-off notices for customers to be shut off for non-payment, and prepares them for mailing;
Prepares and monitors deferred payment agreements with customers

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; good knowledge of billing software; good knowledge of Authority operations and the ability to explain those operations to the public; ability to understand and carry out oral and written instructions; ability to type accurately; ability to get along well with others; ability to write legibly; ability to communicate orally with fellow employees; neatness; accuracy; ability to deal effectively and tactfully with the public; physical condition commensurate with demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of high school equivalency diploma.

SALARY: The position is represented by Local Unit 1000 of CSEA at a salary of \$22.71/hour.

To apply visit <https://cpwa.org/careers/job-opportunities.html>