



JOB DESCRIPTION: OFFICE CLERK IV (Provisional)

WHO WE ARE

Monroe County Water Authority is a not-for-profit public benefit corporation that reliably provides quality, affordable water to foster economic vitality and enhanced quality of life for Monroe County and area communities who request service. Currently serving over 700,000 people in Monroe and its five adjacent counties, MCWA produces and delivers an average of 60 million gallons of water each day.

WHAT WE OFFER

- Competitive pay
- Opportunity for advancement
- Full-time position
- Health insurance
- Dental insurance
- Life insurance
- Paid vacation
- 12 paid holidays per year
- Five personal days
- Deferred compensation plan
- New York State Employees Retirement System

WHAT YOU BRING

Responsible for customer service and billing procedures in a call center environment. The employee answers incoming customer inquiries pertaining to billing, collections, service calls, and water quality calls. Includes issuing service orders, adjusting customer bills, updating accounts, and filing. Good oral and written communications are a must, along with good knowledge of office, computer and basic mathematical procedures.