



JOB DESCRIPTION: OFFICE CLERK IV – CUSTOMER SERVICE (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 approximately 800,000 people in Monroe and six surrounding counties, MCWA produces and delivers an average of 60 million gallons of water each day.

WHAT WE OFFER

- \$23.46 - \$32.58/hour
- Full-time position
- Health insurance
- Dental insurance
- Life insurance
- Paid vacation
- 13 paid holidays per year
- Five personal days
- Deferred compensation plan
- New York State Employees Retirement System

TYPICAL WORK ACTIVITIES

- Answers customer inquiries dealing with billing and a variety of service issues
- Researches, records and/or contacts appropriate employees to respond to customer inquiries
- Performs mathematical calculations to analyze and confirm billing accuracy
- Verifies billing information and makes adjustments when necessary
- Enters a variety of data to update records
- Prepares service work orders as required and enters data from completed orders
- Reviews reports and accounts for irregularities
- Researches and analyzes account history to verify data

MINIMUM REQUIREMENTS

- Graduation from high school or possession of an equivalency diploma
- Strong typing, math and computer skills