

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 04/24/2023

CUSTOMER RELATIONS SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for planning and implementing customer services activities. The work is performed under the general supervision, and in accordance with established objectives, policies, and detailed procedures. Considerable leeway is permitted for the exercise of independent judgment in carrying out work assignments. The incumbent may supervise the work of clerical personnel. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Oversees the collection of accounts receivable and overdue accounts by planning and controlling work flow in accordance with established policy and procedure;
Handles complaints and suggests solutions to problems and conducts correspondence;
Reviews and analyzes delinquent accounts, monthly and quarterly billings, and prepares the information needed for the processing of delinquent notices;
Makes arrangements with customers for payment of overdue bills in accordance with established policy;
Prepares, institutes, maintains and administers billing and collection policies, procedures and controls;
Performs public relations activities relating to collection of accounts and resolutions of billing errors and customer complaints;
Recommends when accounts should be sent to a collection agency for non-payment;
May perform account audits occasionally;
Prepares written communications and reports to clients, customers, or students which include billing statements, certificate of residence notices, past due statements, and/or refund checks;
May be assigned to prepare special studies and evaluations of various billings and collection activities;
Supervises billing and collection of tuition and fees, retiree insurance payments, vendor payments, or other miscellaneous payments;
Consults with management on customer service and various account receivable matters.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of modern office terminology, procedures, and equipment; thorough knowledge of business arithmetic and English; good knowledge of modern methods used in collecting and controlling delinquent accounts; good knowledge of office practices; ability to develop and install efficient office methods and procedures; ability to understand and interpret written material; ability to understand and carry out oral and written directions; ability to maintain accurate office records and prepare comprehensive reports; ability to secure the cooperation of others; ability to deal effectively with the public; demonstrated awareness of the importance of consumer relations; clerical aptitude; good judgment in solving consumer problems; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Bachelor's Degree in business administration or public management, accounting, economics, or a closely related field **AND** one (1) year of experience involving the billing and collection of accounts and related record keeping activities; **OR**
- (B) Possession of Associate's Degree in business administration or public management, accounting, economics, or a closely related field **AND** three (3) years of experience involving the billing and collection of accounts and related record keeping activities; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** five (5) years of experience involving the billing and collection of accounts and related record keeping activities.

NOTE: Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

Adopted: 10/12/1988
Revised: 08/22/1991, 11/25/1992, 10/15/2021, 04/24/2023