



Department of Human Resources & Civil Service

Job Announcement Please Post Conspicuously

Adam J. Bello
County Executive

Andrea M. Guzzetta Zurly
Director

TITLE: **SENIOR CUSTOMER SERVICE ASSOCIATE
MONROE COUNTY
(Provisional* Appointment)**

SALARY: \$35,406 – \$48,512 annually

LOCATION: Monroe Community Hospital

JOB SUMMARY:

This is a senior level clerical position responsible for providing customer service and administrative support for a department or agency. Duties involve assisting internal and external customers understand government processes, applications, and laws and rules as they relate to the department or agency. Duties also involve maintaining and reconciling records (ex. payroll records, staff schedules), and producing reports utilizing existing software. The employee reports directly to, and works under the general supervision of a Personnel Analyst or other higher level staff member. Does related work as required.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus one (1) year paid full-time or its part-time equivalent experience performing office duties involving entering and editing data on payroll or financial records, or providing customers with information and resolving complaints; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus three (3) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
- (C) Five (5) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A), (B) and (C) above.

SPECIAL REQUIREMENTS:

This position is subject to a background check for criminal convictions. Convictions will be considered but will not automatically disqualify the candidate. No criminal background check will occur until after a conditional offer of employment has been made, unless required prior to a conditional offer because of the nature of the position or otherwise required by law.

Candidates for employment with Monroe County Government will be required to pass a pre-employment drug test. Failure to meet the standards may result in disqualification.

SPECIAL REQUIREMENTS (continued):

If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

ADDITIONAL INFORMATION:

Monroe County full-time employees will receive a \$1,000 quarterly retention payment each quarter in 2024!

Visit: <https://www.monroecounty.gov/hr-choosemonroe> for more information on our county's generous paid time off, 14 holidays and more.

RESIDENCY REQUIREMENT:

Applicant must be a resident of Monroe County at the time of appointment.

APPLY ONLINE OR SEND CIVIL SERVICE APPLICATION TO:

MONROE COMMUNITY HOSPITAL
435 EAST HENRIETT ROAD
ROCHESTER, NY 14620

Posting Date: April 16, 2024

Posting Deadline: Until filled

*The term provisional means that you will be required to take the next Civil Service examination for this title, and place among the top three (3) candidates on the examination list in order to be eligible for permanent appointment.