

## Supervising Customer Service Representative



**Location:** City of Ithaca, NY  
**Department:** Chamberlain's Office  
**Classification:** Competitive  
**FLSA Status:** Non-Exempt  
**Bargaining Unit:** C.S.E.A Administrative Unit  
**Salary:**, \$49,985/year, with subsequent increase to \$62,481/year

The City of Ithaca, a top Finger Lakes Area employer, is seeking qualified applicants for the position of Supervising Customer Service Representative. This position serves the Chamberlain's Office and reports directly to the City Chamberlain.

**Position Description:** The work involves responsibility for supervising and participating in the receipt, recording and processing of payments for various City bills and services in the City Chamberlain's Office. The incumbent provides working supervision and training to Customer Service Representatives and Customer Service Representative Trainees engaged in these functions. The Supervising Customer Service Representative also is responsible for accurately relaying information to the public regarding the diverse and various City functions handled by the City Chamberlain's Office, and for training new staff to provide public information. The work involves extensive face-to-face interaction with the public, including difficult or irate customers. The work is performed under the general supervision of the Deputy City Chamberlain in accordance with well-established office procedures, with leeway allowed to exercise independent judgment in carrying out the details of the work. Supervision as a lead worker is exercised over Customer Service Representatives and Customer Service Representative Trainees; full supervision is exercised in the absence of superiors. Does related work as required.

To view the complete job description, visit: [Supervising Customer Service Representative Job Description](#).

### **Minimum Qualifications:**

- A. Possession of a Bachelor's degree in Business Administration, Accounting, Public Administration, Management, or a closely related field with similar course curriculum and two (2) years of full-time paid clerical, administrative, or office management experience, or its part-time paid equivalent, which shall have included the preparation and/or maintenance of financial records or accounts; or
- B. Possession of an Associate's degree in Business Administration, Accounting, Public Administration, Management, or a closely related field with similar course curriculum and four (4) years of full-time paid clerical, administrative, or office management experience, or its part-time paid equivalent, which shall have included the preparation and/or maintenance of financial records or accounts; or
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid clerical, administrative, or office management experience, or its part-time paid equivalent, which shall have included the preparation and/or maintenance of financial records or accounts; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

**Note:** College degrees 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 and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

**Appointment Status and Exam Requirement:** This will be a provisional appointment pending the results of a civil service examination to be scheduled at a later date. Permanent appointment will be dependent upon the candidate's exam score.

**Residency Requirements:** There are no residency requirements for this position.

**Benefits:** Refer to the [[Benefits/Labor Contracts](#)] webpage and [[Administrative Unit](#)] collective bargaining agreement.

**Supplemental Information:**

- Computers are available for use by appointment. To schedule an appointment, contact the Department of Human Resources/Civil Service at (607) 274-6539 or by email to [hr@cityofithaca.org](mailto:hr@cityofithaca.org).
- The City of Ithaca values diverse perspectives and life experiences. We encourage people of all backgrounds to apply, including people of color, women, LGBTQ+, veterans, people with disabilities, and those with lived experiences.
- The City of Ithaca is committed to the full inclusion of all qualified individuals. Consistent with the Americans with Disabilities Act (ADA) and the NYS Division of Human Rights (NYS DHR) it is the policy of the City to provide reasonable accommodation when requested without causing an undue hardship. If accommodation is needed, please call (607) 274 6539 or by email to [hr@cityofithaca.org](mailto:hr@cityofithaca.org).

**Application Materials Required:**

- City of Ithaca application
- Copy of high school and college transcripts

Submit required application materials by September 11, 2024, to:

**Web site:** [<https://ithaca-portal.mycivilservice.com>]

**Attn: City of Ithaca**

**Human Resources Department**

Applications must be received by the City of Ithaca Human Resources Department **no later than 4:30 PM EST** on the last filing date indicated below. All applications must be submitted electronically through our online application program. We do not accept paper applications, faxed applications, e-mailed applications or photocopies of applications.

**Ithaca is Gorges! We would love to have you on our team!**

