

**Order Number:**

NY1522479

**Date Job Order Received:**

01/22/2025

**Number of Openings:**

1

**Company Name:**

Development Authority of the North Country

**Job Title:**

Customer Service Coordinator

**Minimum Experience Required:**

2 Years

**Job Description:**

Job Summary: The Customer Service Coordinator is responsible for Materials Management Facility (MMF) accounts receivables, processing of accounts payable, customer relations, implementing the solid waste permit program, developing, and updating administrative Standard Operating Procedures, overseeing scale house operations, and managing the MMF records management system.

Duties/Responsibilities: Perform general clerical tasks, prepare documents, manage incoming communications, visitor and facility visitor management, document management, office supply and training and travel coordination. Complete procurement tasks including requesting quotes and compiling results, setting up new vendors in the systems, assistance with RFPs and bids, MWBE documentation, creating and managing purchase orders, and assisting with vendor management. Customer billing including processing monthly billing and sending invoices. Manage and complete all accounts receivables. Backup Operations Administrative Specialist as necessary with completing accounts payables Process and track invoices for specified programs related to waste diversion. Assist with fleet management activities including parts management. Provide management of the fuel tracking system, fuel ordering, fuel delivery logs and reports. Oversee and operate the scale software system, including performing routine functions such as monthly scale reconciliation, assisting haulers, and generating reports. Additionally, process new customer credit applications. Address and manage customer inquiries related to waste disposal policies and procedures, and oversee the customer permit system. Generate internal waste reports and compile waste data for NYSDEC reporting. Process special waste and reduced tip fee requests. Manage and overseeing permitting process with haulers. Develop and maintain Standard Operating Procedures related to MMF customer billing, scale operation, and other customer service functions. Perform related duties to support the overall operations and objectives of the Authority. Qualifications (Knowledge, Skills and Abilities): Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and familiarity with office equipment. Proficiency with accounting software, database operations and office equipment. Knowledge of Federal, State, and local laws and regulations relating to solid waste management. Knowledge of accounting and business management practices. Excellent verbal and written communication skills. Ability to work independently and possess excellent organizational skills. Ability to use good judgment and decision-making, problem solving skills, and attention to detail and accuracy. Ability to manage,

adjust, and prioritize varied workload based on such factors as work objectives, schedule, and customer needs. Ability to work with a variety of internal and external customers. Education: Associate degree in Business Management, Accounting, Office Technology, or closely related field. Professional Certification/Licenses: New York State Weighmasters License required within the first year in position. Notary Public License preferred. Experience: Five years of experience in procurement, billing, and accounts management is preferred. An equivalent combination of education, training and experience may be Pre-employment Physical Exam and Drug Test Required: Yes Annual Physical Exam Required:No Minimum Drivers License: Class D NYS regular operator.

**Job Location:**

Rodman, New York 13682

**Pay:**

\$46809.00 - \$56171.00 Yearly

**Benefits:**

Health Insurance, Dental Insurance, Vacation, Sick Leave, Holidays, Retirement/Pension

**Hours per Week:**

Not specified.

**Duration:**

Full Time, Regular

**Work Days:**

Not Specified

**Shift**

Not specified.

**Public Transportation:**

Not specified.

**Minimum Education Required:**

Associates Degree

**Driver Licenses, Including Endorsements:**

Class: Class D (Operator)

Endorsements:

**How to Apply:**

To apply, contact the employer by: Internet or Phone

Phone: Lagattuta, Regina (315) 661-3200

Web-site: <https://danc.bamboohr.com/careers/96>