



ERIE COUNTY WATER AUTHORITY
INTEROFFICE MEMORANDUM
October 24, 2018

To: Terrence D. McCracken, Secretary to the Authority
From: Karen A. Prendergast, Comptroller *KAP*
Subject: Account Clerk Positions

As a result of personnel transfers and retirements in the positions of Account Clerk and Customer Service Representative, adjustments are required in the number and type of positions funded in the 2018 budget.

In February of 2014, a Memorandum of Agreement between the Authority and the CSEA union merged the positions of Data Entry Operator and Customer Service Representative into the Account Clerk title. It was agreed from that all vacancies in any of these titles would be filled with Account Clerks. There are two (2) Data Entry Operators, six (6) Customer Service Representatives, and nine (9) Account Clerks in the 2018 budget — all these positions were filled at the beginning of the year.

The Customer Service Representative responsible for processing new service applications and acting as the receptionist at the Service Center retired in August. Managers and Supervisors in the New Services and Information Services Units agreed that the receptionist function should be staffed separately from the New Service position. Prior to 2012, two separate Customer Service Representatives held these positions.

In compliance with the Memorandum of Agreement, the retirement in August resulted in the elimination of one (1) Customer Service Representative and the creation of one (1) Account Clerk. One (1) additional Account Clerk is required to act as receptionist and perform general clerical duties in the Information Services Unit as discussed above. No budget transfer is required to fund the additional Account Clerk due to existing vacancies in the Information Services Unit.

Please include a resolution creating two (2) Account Clerk positions and eliminating one (1) Customer Service Representative in the next Board meeting.