

Accounts Receivable Supervisor

Town of Bernalillo

Recruitment Period: October 30, 2020 - December 4, 2020

Location: Bernalillo, New Mexico

Department: Finance

Job Status: Full time/Permanent

FLSA Status: Non-Exempt

Job Status: Full-Time Permanent

Pay Rate: \$19.87 per hour

Purpose of Position: Under the direction of the Finance Director, supervises, assigns, reviews, and participates in the work of staff responsible for the water distribution systems, wastewater collection systems, service, repair, inspection, supervises, and coordinates the activities of the water division. Computes, classifies, and records numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Compiles and maintains accounts receivable records. Perform fiscal analysis, billing adjustments and month end closings, budget facilitation/projections, revenue and expenditure monitoring.

Nature of Work (Other duties may be assigned):

- Coordinate meter readers for upload/download of meter readings and process meter upload/download
- Examines and updates meter reading entries for evidence of irregular conditions, such as defective meters or use of service without contract
- Generate, print, verifies and mail monthly utility bills and monthly late notices
- Supervise, assign, inspect and evaluate the work of others in department
- Communicate effectively, both verbally and in written formats
- Motivate and evaluate staff and provide for their training and development
- Create new accounts for new services as well as existing
- Review and understand the process of the Monthly Aging report
- Audit of all utility accounts to ensure correct billing
- Review and manage account creation process of the Fire Hydrant meter applications
- Analyze complex water distribution system maintenance problems, evaluate alternatives, recommend the most effective course of action and implement that action with approval
- Develop and implement work standards
- Prepares concise records, reports and other written materials
- Exercise independent judgment and initiative within established guidelines
- Positively and constructively interacts with crew members and others encountered in the course of the work
- Use creative thought to problem solve including the use of new and innovative technologies and techniques
- Filing contracts and other confidential material dealing with utility customers or other accounts receivable information

- Dealing with all customers, maintaining accounts, downloading and printing re-read reports and/or other reports from our billing program as needed for accounting use or for customers
- Handles customer correspondence in a professional manner, responds to and resolves difficult and sensitive citizen inquiries and complaints
- Assists with collection efforts, which may include making calls, monitoring and establishing payment arrangements for Utility customers as well as Accounts Receivable
- Prepares miscellaneous utility/accounts receivable reports and special projects, as required
- Maintains daily records of current utility accounts, including new account set up, disconnects, work orders, etc.
- Refund deposits to eligible customers when necessary
- Represents Town, in a professional manner, as necessary for customer complaints
- Performs clerical duties as necessary for utilities as well as accounts receivable.
- Taking deposits to the bank, mailing out letters and issuing postage.
- May be required to perform other duties outside the scope of normal job classification

Supervisory Responsibilities:

Works under the general supervision of the Finance Director/Treasurer. Supervises Utility billing personnel: Supervisory duties include assigning specific duties, ensuring completion and compliance with applicable accounts receivable standards, writing of policies and procedures and implementation, as well as providing technical assistance, training, writing and conducting performance appraisals. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education and/or Experience:

Bachelor's degree in related field, from a college or university and three (3) years related experience and/or training; or equivalent combination of education and supervisory experience.

Conditions of Employment:

- Must possess and maintain a valid NM Driver License.
- Must pass a pre-employment drug screening

Working Conditions:

- All essential duties are performed indoors, in a temperature-controlled environment.
- Some duties may require working alone with direction from supervisor and others work closely with other employees.
- Exposure to moderate noise levels.
- Duties performed weekdays and evenings, as required.
- Duties may involve lifting of objects up to 25 pounds.

If interested, please submit your application to:

Maria Santillan
Human Resources Director
P.O. Box 638
Bernalillo, New Mexico 87004

Or by email to:
jobs@townofbernalillo.org

Or by fax to:
505-771-8626