

Utility Billing Clerk

Town of Bernalillo

Recruitment Period: July 21, 2021 until filled

Reports to: Treasurer/Finance Director
Department: Finance
Hourly Wage: \$15.06

Job Status: Full time/Permanent
FLSA Status: Non-Exempt

Summary:

Deal with the public on a daily basis, by phone or in person regarding utility payments and fees. Compute, classify, and record 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.

Nature of Work (other duties may be assigned)

- Generate, print, check and mail Utility bills.
- Responsible for collecting all accounts receivable for the Town, counting cash, taking check payments, scanning checks, credit card payments, and receipting all transactions for utilities and accounts receivable.
- Filing contracts and other confidential material dealing with utility customers or other accounts receivable information.
- Dealing with all customers, maintaining accounts, download and printing re-read reports and/or other reports from our billing program, as needed for accounting use or for customers.
- Ready all cash/checks for deposit, reconcile daily reports.
- Examines meter reading entries for evidence of irregular conditions, such as defective meters or use of service without contract.
- Handles customer correspondence and complaints professionally.
- Answers phones, takes messages help walk-in customers
- 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.
- Maintain daily records of current utility accounts, including new account set up, disconnects, work orders, etc.
- Interact directly with customers, departments, emergency crews, and the public.
- Refund deposits to eligible customers when necessary.
- Represents Town 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.
- Knowledge of governmental accounting a plus.

The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of all employees assigned to this job.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Collects and researches data; identifies patterns or connections between situations that are not obviously related; recognizes patterns between situations; analyzes complex concepts; simplifies complex situations; explains original concepts and solutions.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication - writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- Judgment - Supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Results Orientation - Knows which results are important, focuses resources to achieve goals; creates own measures of excellence; improves personal performance; contributes to team success; contributes to organizational success;
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree (A.A.) or equivalent from two (2) year college or technical school; and two (2) years related experience and/or training; or equivalent combination of education and experience.

Knowledge, Skills and Abilities

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

Conditions of Employment:

- Must possess and maintain a valid NM Driver License.

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