



**City of Truth or Consequences  
Human Resources Office**

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## **POSITION DESCRIPTION**

**Class Title:** Utility Billing Clerk  
**Department:** Utility Billing Office

**Pay Scale:** 2  
**Status:** Classified

### **GENERAL PURPOSE:**

City representative responsible for operations in the Utility Office, receiving payments, direct customer service, billing and maintaining records and collect on overdue or unpaid accounts.

### **SUPERVISION RECEIVED/GIVEN:**

Works under the general supervision of the Utility Office manager and supervisor.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Generate, print, check and mail Utility bills, Landfill billing, or Effluent.
- Responsible for collecting all accounts receivable for the city, counting cash, taking check payments, scanning checks 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.
- Coordinates facilities and programs with department staff and other City departments and organizations.
- Performs public relations duties; responds to complaints.
- Interact directly with customers, departments, emergency crews, and the public.
- Refund deposits to eligible customers when necessary.

- Represents City 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.

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.

## **MINIMUM QUALIFICATIONS**

### **EDUCATION AND EXPERIENCE:**

Any combination of experience and training that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

- High school diploma or GED equivalent.
- Specialized course work in general office practices such as typing, accounting, data processing, is preferred.
- 2 (two) years of experience in meeting the public and handling cash receipts.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Getting Information- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information- Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Communicating with Supervisors, Peers, or Subordinates- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Operating Vehicles, Mechanized Devices, or Equipment- Running, maneuvering, navigating, or driving vehicles or mechanized equipment.
- Performing General Physical Activities- Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- Processing Information- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Performing for or Working Directly with the Public- Performing for people or dealing directly with the public.
- Communicating with Persons Outside Organization- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Organizing, Planning and Prioritizing Work- Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Resolving Conflicts and Negotiating with Others- Handling complaints, settling disputes, and resolving grievances and conflicts.
- Evaluating Information to Determine Compliance with Standards- Using relevant information and individual judgement to determine whether events or processes comply with laws, codes, regulations or standards.

- Analyzing Data or Information- Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
- Handling and Moving Objects- Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Judging the Qualities of Things, Services, or People- Assessing the value, importance, or quality of things, services, or people.
- Interacting with computers- Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Making Decisions and Solving Problems- Analyzing information and evaluating results to choose the best solution and problem solving.
- Operating Tools and Equipment- Skill in operating listed tools and equipment.
- Communication- Ability to follow oral and written instructions, communicate in both oral and written English and must possess good hearing and sight (aided or unaided).

#### **REQUIREMENTS/CERTIFICATIONS/LICENSES:**

- Valid New Mexico Driver's License.
- Must successfully pass the pre-employment drug and alcohol testing and any post-offer employment medical examination.

#### **PERIPHERAL DUTIES:**

- Might be required to attend the City Commission Meetings when necessary; and will be required to attend limited Public Utility Advisory Board Meetings.
- Performs a variety of miscellaneous duties such as running errands, picking up supplies as needed.

#### **EQUIPMENT, TOOLS AND MATERIALS:**

Utilizes any equipment, tools and materials necessary to accomplish the duties described in the Essential Duties section above, including but not limited to:

- Equipment and tools typically used: Division vehicles, Data cap H (hand held reading unit), portable or mobile radio, wide variety of forms and office supplies, various office equipment, and when needed, appropriate personal protective equipment.
- Materials and products handled: Computers, utility billing system, hand held devices, printers, copy machines, folding machine, postage machine, adding machine, scanning machine, fax machine, ShoreTel interoffice message system and all other office equipment.
- All file, forms, reports, records, receipts, and chemicals associated therewith.

#### **WORK ENVIRONMENT:**

- 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.
- All essential duties are performed on an even and dry surface, which may be carpeted or tiled.
- Exposure to moderate noise levels.
- Duties performed weekdays and evenings, as required.
- Duties may involve lifting of objects up to 25 pounds.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job.

**PHYSICAL FUNCTIONS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Employee is frequently required to stand for long periods of time while performing.
- Employee is frequently required to stoop, bend and reach while filing or records checking.
- Duties require use of hands to finger, handle, feel, or operate objects, tools, or controls, grasp, manipulate, reach with hands and arms; overall hand and finger dexterity.
- Duties require ability to talk and hear.
- Duties may require lifting up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus, bilateral coordination, and eye and hand coordination.

**SELECTION GUIDELINES:**

Formal application, rating of education and experience, oral interview and reference check; job related tests might be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**Equal Opportunity Employer Statement:**

**The City of Truth or Consequences is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. The City of Truth or Consequences makes hiring decisions based solely on qualifications, merit, and business needs at the time.**

I have read the above written job description; I understand the demands and expectations of the position described and to the best of my knowledge believe I can perform these duties. I understand that this is a fulltime position in compliance with FLSA (Fair Labor Standards Act).

Name \_\_\_\_\_

Date \_\_\_\_\_

