

THE CITY OF PORTALES, NEW MEXICO

POSITION POSTING #2020-027

POSITION: UTILITIES CASHIER / CLERK
DEPARTMENT: WATER
STATUS: NON-EXEMPT
REPORTS TO: UTILITY BILLING SUPERVISOR
SHIFT: FULL-TIME, REGULAR
SALARY: \$11.073 - \$13.221 PER HOUR

GENERAL DESCRIPTION:

Under the supervision of the Utility Billing Supervisor, performs various tasks related to the collection of Utility bills to ensure accurate accounting records for receipts of the City. This is a responsible, non-supervisory position which also provides clerical and reception support for the administrative staff of the City.

TASKS AND RESPONSIBILITIES:

Although the following are typical of the tasks and responsibilities routinely performed, additional duties and/or responsibilities requiring comparable or lesser skills, knowledge, or dexterity may be assigned. The primary responsibilities shall be regulated by the Department Head and are not listed in any order of primary job function.

1. Takes citizen complaints and service requests and refers to appropriate department.
2. Performs a range of staff and/or operational support activities.
3. Performs postage machine reports, refills, and reconciliation.
4. In the absence of the Billing Supervisor must have the ability to take the lead position to insure the billing process is completed in a timely and correct manner.
5. In the absence of the Billing Supervisor maintains the AMR records and meter readings.
6. Resolve routine administrative problems and answers inquiries concerning activities and operations of Public Works departments; accepts, screens, and routes telephone calls for all departments. Provides information to callers as may be appropriate or required.
7. Routine examination of transactions logged in accounting ledgers, reconciliation's and status of individual water accounts.
8. Billing, posting, handling and receipting monies for water, sewer, garbage and all other departments associated with the City, i.e. Municipal Court, Police Dept. Fire Department, Planning and Zoning, Library, P.A.T and others, making deposits, daily balancing of cash drawer, sending out late reminders, mailing water meter deposit refunds, and filing. Performs all tasks related to Utility billing to ensure accurate accounting records for receipts of City.
9. Designs forms and reports pertaining to utilities as directed.
10. Receipts in business registrations, tax ID #'s, and solicitors permits.
11. Set up water/sewer taps and line locates.
12. Runs errands as directed.
13. Performs related tasks as assigned by the Utility Billing Supervisor or designee.

KNOWLEDGE, EXPERIENCE, AND SKILLS:

1. High school diploma or GED required. Two years of experience that is directly related to the duties and responsibilities specified is preferred.
2. Must be able to meet the public in a courteous and efficient manner under sometimes stressful situations.
3. Should be familiar with general and clerical office routines, such as typing and filing.
4. Knowledge of financial management systems, taking payments, posting payments, making accurate change, preparing banking deposits, account inquiry, and account reconciliation process.
5. Ability to sit at a desk most of the working day and walk short distances.
6. Needs dexterity, speed, and accuracy in handling job tasks.
7. Ability to work efficiently and accurately in an atmosphere of frequent interruptions.

8. Good, accurate arithmetic skills and the ability to follow through on work assignments.
9. Ability to establish and maintain effective working relationships with co-workers, employees, and other department personnel.
10. Knowledge and experience in computer operations.
11. Ability to operate 10 key adding machine.
12. Basic knowledge of Microsoft Office, Word and Excel.
13. Ability to type a minimum of 40 words per minute.
14. Must possess a current New Mexico Driver's License or have ability to obtain.
15. Bi-lingual preferred.
16. Strong interpersonal and communication skills and the ability to work effectively with a wide range of people.

WORK ENVIRONMENT:

Work is performed in an office environment. Noise level could be quite to moderate in work environment. The majority of time is spent in a seated position. Work entails keyboarding and manual dexterity, and also entails regular reaching, stretching, and lifting of standard supplies and materials.

PHYSICAL REQUIREMENTS:

1. Must sit for extended periods of time, stand or walk as necessary.
2. Must stretch, reach, or lift objects or materials that may be up to 25 pounds in weight.
3. Must perform multiple tasks requiring manual dexterity at the same time.
4. Must write legibly.
5. Must hear, understand and respond to verbal information in person, by phone and by radio, including difficult to understand callers.
6. Must speak clearly and concisely.
7. Must see, read and understand written information and instructions.
8. Must think and apply judgment, discretion, and initiative in accomplishing work.
9. Must engage in interpersonal interactions and complaints that could be stressful or sensitive in nature.

WORK SCHEDULE:

The regular work week is 40 hours per week, Monday thru Friday, with one hour off for lunch. Additional time may be required after regular hours. Schedule to be established by supervisor.

TRAVEL REQUIREMENTS:

1. Limited travel – ability to travel for meetings and training may be required.
2. Overnight travel may be required.

PRE-EMPLOYMENT REQUIREMENTS:

1. Must pass a background investigation including work history, criminal records, driving records and other records deemed necessary.

CONDITIONS OF CONTINUED EMPLOYMENT:

1. Candidates must have and maintain a satisfactory driving record and insurability in accordance with the City's insurance carrier.

DEADLINE TO SUBMIT REQUIRED APPLICATION: Position is to remain open until filled. Review of applicants is bi-weekly starting Wednesday, September 23, 2020.

The City is an Equal Opportunity Employer and Drug Free Workplace.

I have received the job description posting and I am capable of performing the essential functions for the position.

Applicant Signature _____

Date _____