

# LOWER RIO GRANDE PUBLIC WATER WORKS AUTHORITY

## Job Description

### ***BILLING/COLLECTIONS CLERK***

Classification: *Full Time*  
Status: *Non-Exempt*

Supervisor: *Customer Service Specialist*  
Department Head: *Finance Manager*

#### **DEFINITION:**

Employment is "At Will" and nothing orally or in writing can change the nature of employment.

Position is assigned a variety of clerical accounting duties to assist in support of the Authority's fiscal and administrative systems.

#### **GENERAL CLERICAL DUTIES:**

Assists in posting, research of new accounts, balancing, and verifying a variety of accounts for maintaining financial records and updating periodic summary reports; reconciles claims vouchers, payroll reports, warrants, and various other claims prior to affecting payment; prepares, reviews and batches accounting documents for computer processing; verifies computer data against accounting records and reconciles same; assists with telephone, written or personal inquiries concerning fiscal transactions; batches documents after processing for filing or disbursements; performs other related duties as required and/or assigned by the Customer Service Specialist and/or Finance Manager.

For Assignment in Receivables - verifies, receives and receipts assessments, taxes and revenues from departments, customers, and the general public; determines proper activity codes and accounts required for posting payments and/or disposition; explain Authority practices, Management Procedures, and/or related matters to the public/user; reviews and processes accounting documents for computer processing and reconciles the same; assists in collection of utilities billings; performs other related duties as required and/or assigned by the Customer Service Specialist and/or Finance Manager

Receives and record daily cash receipts, prepares customer receipts and maintains all cash receipts journals. Makes daily entries into individual customer ledger, billing and collections journal, and properly documents and files all customers' receipts. Shall accurately receive and disburse cash payments. Prepares daily bank deposit forms for review and approval. Must accurately reconcile receipts and deposits on a daily basis. Must maintain mail log (incoming and outgoing correspondence); pick up mail at post office on a daily basis, properly distributes mail; prepares all monthly billing for water services on a monthly basis; maintains all account(s); transactions (disconnects, new accounts, reconnects, etc.); courteously handles all customers complaints and inquires,

and presents and explains the Authority's supporting documents and records. Prepares payment vouchers and records all work orders. Maintains inventory of all office supplies. Is responsible for work processing activity, i.e. Reports, correspondence etc.; all other duties as assigned by the Customer Service Specialist or Finance Manager

### **SUPERVISION AND GUIDELINES:**

Under supervision, performs any combination of general functions and those specific to its title. Reports directly the Customer Service Specialist, which in turn reports to the Finance Manager.

May be required to work some additional hours, as needed, in addition to normal working hours may be required to work holidays, weekends. Maybe be required to attend out of town training.

This employee must demonstrate ability to operate a computerized billing system. Must have two (2) year experience with various computer software, including Microsoft Office Excel and Quick Books. Ability to plan and organize work; to establish effective working relationships with associates and the public. Must have the ability to communicate effectively, cheerfully in a respectful and positive manner. Must effectively respond to customer complaints. Ability to work independently with minimum supervision on a daily basis.

### **DISTINGUISHING CHARACTERISTICS:**

This is a clerical accounting level position working under administrative direction.

### **MINIMUM QUALIFICATIONS:**

1. Must have at least a minimum of one (1) year experience in billing and collections of water/wastewater utilities.
2. Possession of a valid State of New Mexico Class D; driver's license without limitations or restriction; insurable under the Authority's vehicle and General Liability Insurance Policies and an acceptable driving record. If position is a driving position.
3. Must be able to perform duties without more than normal supervision.
4. Must be a U.S. citizen or show proof of legal residency status.
5. Must be physically able to stand for long periods of time, approximately 4 hours per day. Light lifting (zero to 25 lbs) may be required; must have the ability to withstand long hours of computer operations, approximately 4 hours per day.

6. May be required to attend workshops, training seminars, meetings, etc. during and after normal working hours. May be required to train other employees. Work is primarily in an office setting but some travel and non-traditional hours is required. Can be required attend Authority Board meetings; additional evening and weekend work may be required.
7. Required to attend special schools at the directions of the Customer Service Specialist and must continue to pursue additional training and certifications.

### **WORKING CONDITIONS:**

Work is performed under deadline situations and in conformance with applicable laws of the Federal, state and local governments. Work is primarily in an office setting but some travel and non-traditional hours is required. Can be required attend Authority Board meetings; additional evening and weekend work may be required.

### **Physical Job Requirements:**

**Light** – lifting, lifting overhead (25 pounds or less), word processing, filing, operating fax machine, copier/printer, operating telephone, walking (average one hour or less per day per activity), automobile travel

**Moderate** – data entry (average two hours per day per activity)

**Heavy** – operating 10-key, sitting, standing (average four or more hours per day per activity)