

ACCOUNT CLERK I

The City of Carlsbad is accepting applications for the position of Account Clerk I. This position will be part-time working 5 hours per day. Monday - Friday.

Performs a variety of customer service and clerical work in the receiving of revenues from utility billings and other City revenues.

Receives, verifies, and accurately enters into appropriate accounts a variety of City revenues, fees, utility billings, and miscellaneous charges. Prepares daily cash summaries and balances monies received.

Prepares and processes service orders for water, sewer and garbage services, including utility turn-on/turn-off.

Responds and resolves customer inquiries and complaints regarding charges, delinquencies, and deposit refunds.

Maintains records of delinquent utility customers to terminate services for non-payment and of filed liens and liens to be filed. Processes annual liens.

Maintains customer ACH files.

May prepare statements of charges for water consumption, sewer, and solid waste collection services by reviewing data retrieved from electronic meter reading system.
May process ambulance payments.

May prepare final, new customer and corrected billings. Updates all customer account information; verifies new account information; prints and edits billing reads; prints monthly statements and prepares for mailing.

Operates PC with AS400 ether net connection and printer, folder/sealer machine, calculator, typewriter, fax machine and other standard office equipment.

Knowledge of the City's policies and procedures for utility billing. Knowledge of the City's policies and procedures to initiate, terminate, or change the various services provided to the citizens. Knowledge of basic customer service principles and techniques. Knowledge of Excel, Microsoft Word and other software.

Ability to establish and maintain effective working relationships with other staff and the public. Ability to follow oral and written instructions, policies and procedures.

Skill in responding tactfully and courteously to customer inquiries and complaints.
Skill in using a computerized database to input and view information.

Ability to accurately handle large amounts of money daily. Ability to understand and

interpret complex rules, regulations, policies, and procedures. Ability to perform responsibilities in a confidential and effective manner.

Qualifications: High school diploma or GED certificate required and one (1) year of computerized bookkeeping/clerical accounting work; OR an equivalent combination of experience and/or training. Computer experience, ten-key by touch, and the ability to type 40 wpm net required.

In addition to an excellent benefit package, starting base hourly rate will be \$19.37. Additional pay increase available for applicants with advanced educational degrees.

Must have an excellent work history to include dependability and stability. Must possess and maintain a valid New Mexico operator's license.

To be considered for this position apply at the City Municipal Building, 101 N. Halagueno or respond to City of Carlsbad, Personnel Department, P.O. Box 1569, Carlsbad, NM 88221. Applicants must include a City of Carlsbad employment application filled out completely. Resumes are not required, but may be included if desired. Deadline for applications is March 1, 2019 or until position has been filled.

EOE M/F/V/D