

ACCOUNT SUPERVISOR

The City of Carlsbad is accepting applications for the position of **Account Supervisor**. This position supervises the utility billing and cashiering functions.

Opens and closes Cashiers' Office daily; consolidates, balances, and deposits cash daily; posts daily receipts to general ledger. Manages cash requests for cashiers; oversees ACH draft processing, monthly late notices and disconnects, and annual lien process.

Responds and resolves customer inquiries and complaints regarding charges, delinquencies, and deposit refunds and provides account status information; computes water meter leak adjustments; issues debits and credits to accounts; prepares vouchers. Maintains customer account status information and handles account collections. Serves as backup for billing, payroll, purchasing, and accounting.

Reviews monthly financial printouts for possible errors; maintains billing, payments, and records on assessments; assists in monthly utility billing.

Plans, assigns, schedules, and reviews the work of cashiers and billing clerk; trains new employees in the City's accounting policies, practices and procedures; operates computer terminal and printers, calculator, typewriter, check signer, folder/sealer, payment remit system, and standard office equipment.

Knowledge of general bookkeeping practices and procedures. Knowledge of basic customer service principles and techniques. Knowledge of the City's utility billing system, policies and procedures. Knowledge of the City's accounting system, policies and procedures. Knowledge of Excel, Word or equivalent PC based programs. Knowledge of the principles and practices of employee supervision and training.

Ability to establish and maintain effective working relationships with other staff, departments and public. Ability to understand, follow and interpret complex oral and written instructions, policies and procedures. Ability to provide accurate and timely data and reports. Ability to perform responsibilities in a confidential and effective manner.

Skill in operating automated accounting systems. Skill in processing accounting transactions and maintaining financial records. Skill in providing leadership to and evaluating the work of others. Skill in responding tactfully and courteously to customer inquiries and complaints. Skill in operating a variety of office equipment and software including PC, PC based software, IBM operating system, printers, typewriter, calculator and telephone.

Qualifications: Completion of high school or GED certificate, and two (2) years of computerized bookkeeping/clerical accounting work; OR an equivalent combination of experience and/or training. Computer experience, ten-key by touch required. Type 45 w.p.m. net.

In addition to an excellent benefit package, starting base hourly rate will be \$38.26. 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 or via email to hr@cityofcarlsbadnm.com. Applicants must include a City of Carlsbad employment application filled out completely. Resumes are not required, but may be included if desired. Applications/resumes must be received or be postmarked no later than March 27, 2024.

EOE M/F/V/D