

## ACCOUNT CLERK II

The City of Carlsbad is accepting applications for the position of Account Clerk II. Performs a variety of routine clerical accounting tasks in utility billing.

Prepares statements of charges for water consumption, sewer, and solid waste collection services by reviewing data retrieved from electronic meter reading system.

Prepares 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.

Processes daily job orders for new and discontinued services, meter changes, customer inquiries and related information; responsible for maintaining debit and credit entries to customers accounts; prepares monthly reports and answers customers' billing inquiries.

May receive, verify and accurately enter into appropriate accounts a variety of City revenues, fees, utility billings and miscellaneous charges. Responds and resolves customer inquiries and complaints regarding charges, delinquencies and deposit refunds.

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

Maintains files and prepares statements for Landfill individual accounts.

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 Excel, Word or equivalent PC based programs.

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

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, AS/400 terminal, printers, typewriter, calculator and telephone.

Qualifications: High School diploma or GED certificate, and one (1) year of computerized bookkeeping/clerical accounting work; OR an equivalent combination of experience and/or training. PC 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 \$22.09. 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. Applications accepted until position is filled.

EOE M/F/V/D