



UTILITY BILLING SUPERVISOR

Position Description

Department:	Utility Billing	Reports to (title):	Deputy Finance Director
Probationary Period	6 months	Supervises:	Utility Billing Department Clerks (3)
Pay Range:	\$24.00/hr + DOE	Classification:	Non-Exempt
Hours/week:	40 hrs per week	Effective Date:	November 11, 2025
Type of Position:	Full-time	Revised Date:	

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties, all employees of the City of Lovington are expected to conform to the following:

- Uphold all principles of confidentiality and respect of all colleagues to the fullest extent.
- Adhere to all professional and ethical behavior standards inherent to the Public Sector.
- Interact in an honest, trustworthy and dependable manner with all citizens and employees of the City of Lovington.
- Possess cultural awareness and sensitivity.
- Maintain a current, insurable driver's license.

POSITION PURPOSE

The Utility Billing Manager oversees the operations of the Utility Billing Department, ensuring the accurate and timely billing and collection of municipal utility services including water, sewer, sanitation, and other related services. The Supervisor is responsible for supervising the utility billing staff, implementing best practices, ensuring regulatory compliance, maintaining customer satisfaction, and managing account and financial accuracy.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Supervise, train, and evaluate utility billing clerks and customer service representatives.
- Oversee the preparation and distribution of monthly utility bills to residential, commercial, and governmental customers.
- Ensure the accuracy of meter readings, billing rates, adjustments, penalties, and payment processing.
- Resolve complex billing issues and customer complaints, escalating as necessary.
- Reconcile utility billing accounts, deposits, and payment records in collaboration with the Finance Department.
- Monitor utility revenue collection and ensure timely follow-up on delinquent accounts.
- Coordinate service connections, disconnections, and transfers with the Public Works or Field Operations Department.
- Develop and maintain standard operating procedures (SOPs) for utility billing operations.
- Assist in preparing annual budgets, revenue projections, and audit support documentation.
- Ensure compliance with New Mexico state laws, local ordinances, and public utility regulations.
- Recommend system or process improvements and assist with software upgrades or utility system conversions. Utilizes technology for processes and billing.
- Maintain accurate records and reports for internal and external reporting requirements.
- Respond to open records requests and other public information requests in accordance with the Public Information Act.
- Support utility rate studies and recommend changes in service fees as needed.
- Manage customer portal training and oversight.
- Uses Social Media to socialize best practices to the community.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	<ul style="list-style-type: none">• Minimum of 3–5 years of experience in utility billing or municipal finance, including at least 1–2 years in a supervisory or lead role
Education:	<ul style="list-style-type: none">• High School Diploma or GED
Mandatory Knowledge, Skills, Abilities and Other Qualifications:	<ul style="list-style-type: none">• Read, write, speak and comprehend the English language.• Knowledge of modern office procedures, methods and equipment including computers• Knowledge of applicable computer applications including word processing and spread sheets• Knowledge of principles and procedures of cash handling.• Strong knowledge of utility billing systems, customer service practices, and municipal finance principles.• Ability to interpret and apply local ordinances, policies, and applicable laws (e.g., New Mexico Local Government Code).• Excellent written and verbal communication skills.• Ability to lead and motivate staff in a collaborative team environment.• Strong organizational and analytical skills.• Proficiency with Microsoft Office Suite (Excel, Word, Outlook).• Possess a high level of customer service at all times.

PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Spanish language
- Associate or bachelor's degree in business administration, Accounting, Finance, or a related field preferred.
- Proficiency in billing software (e.g., Incode, Tyler Technologies, etc.).
- Public Utilities experience is a plus

WORK ENVIRONMENT

Work environment:	The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. May occasionally deal with irate or difficult customers.
Physical demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of standing, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision.
Mental demands:	There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wide variety of people on various and, at times, complicated issues.