



UTILITY BILLING CLERK CUSTOMER SERVICE REPRESENTATIVE

Department:	Utility Billing
Probationary Period	6 months
Pay Range:	\$17/hr -\$19/hr
Hours/week:	40 hrs per week
Type of Position:	Full-time

Reports to (title):	Utility Billing Supervisor
Supervises:	N/A
Classification:	Hourly; Non-exempt
Effective Date:	January 18, 2018
Revised Date:	September 9, 2025

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

This position performs a wide variety of services in support of the Finance Department Utilities Division including taking utility payments, opening new accounts, transferring accounts, closing accounts, answering phones, filing, and providing office backup.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Take utility payments
- Open, transfer, and close customer accounts
- Answering phone
- Provide general office backup
- Maintain and file a variety of financial records
- Respond to requests and inquiries from the general public
- Interpret and explain a variety of departmental issues and policies
- Other duties as assigned

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none"> • Clear and stable employment history |
| 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. • Possess high level of customer service at all times. |

PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Spanish language
- Experience with Tyler/Incode billing systems is highly desired

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. Translating Spanish to English is a highly desired candidate.
- 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. 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 with skilled detailed. This position will interact daily with a wide variety of people on various and, at times, complicated issues.