



214 South Love Lovington, NM 88260 | 575.396.2884

UTILITY BILLING CLERK

Position Description

Department:	Utility Billing	Reports to (title):	Utility Billing Supervisor
Probationary Period	6 months	Supervises:	N/A
Pay Range:	\$17/hr - \$20/hr DOE	Classification:	Hourly; Non-exempt
Hours/week:	40 hrs per week	Effective Date:	January 18, 2018
Type of Position:	Full-time	Revised Date:	August 1, 2026

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.

POSITION PURPOSE

Under general supervision, the Utility Billing Clerk is responsible for performing utility billing and account maintenance functions, including processing payments, balancing daily transactions, assisting with billing cycles, and providing customer account support. This role requires accuracy, attention to detail, and the ability to handle financial transactions and customer inquiries in a professional manner.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Take utility payments
- Open, transfer, and close customer accounts
- Provide general office backup
- Maintain and file a variety of financial records
- Respond to requests and inquiries via phone or in-person from city employees and the 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">• One (1) to two (2) years of prior experience in customer service, cash handling/collections, or clerical/administrative support in an office setting required• Accounting or bookkeeping experience is strongly preferred• Proficiency with Microsoft Office applications (Outlook, Excel, Word) |
| Education: | <ul style="list-style-type: none">• High School Diploma or GED equivalent required |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Ability to work successfully in a team environment.• Ability to communicate effectively both verbally and in writing.• Knowledge of modern office procedures, methods, and equipment• Knowledge of principles and procedures of cash handling.• Demonstrate a consistently high standard of customer service. |

PREFERRED QUALIFICATIONS

- Bilingual (English/Spanish).
- 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.
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, and 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 multitask with skilled detail. This position will interact daily with a wide variety of people on various and, at times, complicated issues.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.