

POSITION DESCRIPTION

POSITION: BILLING CLERK/RECEPTIONIST
DEPARTMENT: ADMINISTRATION
CLASSIFICATION: CLASSIFIED (once probationary period is complete)
FLSA STATUS: NON-EXEMPT
EMPLOYMENT STATUS: FULL-TIME
BEGINNING SALARY: GRADE 6, LEVEL 1

GENERAL PURPOSE:

Performs administrative, customer service, utility billing, cash receipting, and reception work in support of Town operations.

SUPERVISION RECEIVED:

The position of Billing Clerk/Receptionist serves under the Clerk/Treasurer and the Deputy Clerk. This is a full-time position as designated by the Board of Trustees.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

High school diploma or GED.

One (1) year of customer service, general office, cash handling, bookkeeping, utility billing, or related experience is preferred. An equivalent combination of education, training, and experience may be considered.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of general office policies and procedures, customer service, cash handling, utility billing, office recordkeeping, and computerized billing and accounting systems.

Ability to complete assigned work; communicate effectively verbally and in writing; accurately maintain records; use standard office technology; and maintain effective working relationships with employees, Town officials, customers, and the public.

Must be able to communicate effectively in English, both verbally and in writing. Bilingual English/Spanish skills are helpful.

SPECIAL REQUIREMENTS:

Must maintain confidentiality of customer, financial, personnel, and other protected or sensitive Town information. Must successfully complete required training related to utility billing, payment processing, records, customer service, and Town information systems. May be required to attend job-related training as directed by the Town.

KEY TASKS, DUTIES AND RESPONSIBILITIES:

Specific duties include, but are not limited to, the following:

Serves as the primary receptionist for the Town's administrative offices and maintains courteous public relations. Greets visitors, answers incoming calls, provides routine information, and directs inquiries or messages to the appropriate department or staff member.

Processes utility billing and customer payments; posts payments and issues receipts; responds to routine billing questions; prepares delinquency notices and assists with disconnect/reconnect processes in accordance with Town ordinances, policies, and established procedures; receives and tracks meter concerns, reread requests, leaks, connects/disconnects, and other service requests for Public Works; reviews routine billing reports for apparent discrepancies and refers unusual readings, credits, adjustments, or corrections to an authorized supervisor; and balances assigned cash receipts and prepares daily receipt or deposit documentation in accordance with Town internal-control procedures.

The Billing Clerk/Receptionist does not independently waive penalties or fees, approve write-offs or refunds, make journal entries, authorize purchases, or make other financial or utility-account adjustments unless specifically authorized by Town policy and the appropriate approving authority.

Safeguards customer information, payment information, personnel information encountered in the course of assigned duties, and other confidential or protected records in accordance with Town policy and applicable requirements.

Maintains office-supply inventory and orders supplies when necessary. Assists with routine filing, scanning, forms, correspondence, and administrative records. Assists the Clerk's Office with records retention activities, organization and retrieval of municipal records, and implementation of established records-retention schedules.

Assists the Clerk's Office with municipal codification and legislative records, including organizing adopted ordinances and resolutions, maintaining codification files and amendment records, preparing materials for transmission to the Town's codification service or other authorized party, and updating administrative copies of the municipal code as directed. This position does not provide legal interpretations or legal advice.

Maintains approved content on the Town of Estancia website and assists with posting public notices, forms, announcements, and other routine information as directed.

Provides backup coverage for routine front-office and administrative functions during absences or periods of increased workload, limited to duties for which the employee has been trained and authorized.

PERIPHERAL DUTIES:

Works as part of the administrative office team, provides front-office coverage, and assists with routine office procedures and related administrative duties as needed.

DUTIES NOT EXCLUSIVE:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

TOOLS AND EQUIPMENT USED:

Requires frequent use of a computer and standard office technology, including utility billing and accounting software, word processing, spreadsheets, email, web-based systems, telephone, calculator, copier, scanner, and payment-processing equipment.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds.

SELECTION GUIDELINES:

Formal application, rating of education and experience, oral interviews and reference check; a job-related test may be required. The selection process may include interview by an employee selection committee. The Board of Trustees will give final approval to the decision to hire.

JOB DESCRIPTION NOT A CONTRACT:

The job description does not constitute an employment agreement between the Town of Estancia and the employee and is subject to change by the Town of Estancia at its discretion or as requirements of the job change.

PHYSICAL OR MENTAL LIMITATIONS:

The Town of Estancia will provide reasonable accommodations to qualified individuals with disabilities as required by applicable law. An employee or applicant who needs an accommodation to perform the essential functions of the position may request an appropriate accommodation through the Town.

EMPLOYEE DECLARATION:

I have read the above Position Description. I understand the demands and expectations of the position described and, to the best of my knowledge, I believe I can perform these duties.

Employee Signature

Supervisor (Clerk/Treasurer) acknowledgement

Date

Revision 09/08/2026