

City of Santa Fe, New Mexico

P.O. Box 909, 200 Lincoln Ave
(505) 955-6597 Fax (505) 955-6810

www.santafenm.gov



POSITION TITLE	Utility Billing Division Director (1807)	SALARY RANGE:	\$31.384-55.523 (P)
DEPARTMENT	Public Utilities	FLSA/UNION STATUS:	Exempt/Nonunion
PERIOD TO APPLY:	3/16/2018-4/16/2018	POSITION STATUS:	Exempt/Full-Time
SUPERVISOR:	Department Director	LOCATION:	Public Utilities

GENERAL PURPOSE

This is an AT-WILL exempt position. Performs a variety of administrative and managerial duties as needed to coordinate and expedite the utility billing, customer service, meter reading and data management, wastewater, water, and other charges as may be approved by the city.

SUPERVISION RECEIVED

Works under the general supervision of the Public Utilities Department Director.

SUPERVISION EXERCISED

Provides close to general supervision to Utility Billing Supervisors, Utility Billing Clerk (s) and related clerical support personnel.

ESSENTIAL FUNCTIONS(A position may not include all of the duties listed, nor do the listed examples include all duties that may be found in a position of this class).

Plans and implements written procedures in compliance with all city, state and federal laws and with all sound business, auditing, internal control and financial policies, to be efficient and cost effective, maximizing city revenue with all determinations fairly, consistently and accurately administered; updates ordinances related to utility billing, collection, meter reading and customer service as needed.

Learns and thoroughly understands billing system for interpretation of history and historical data account balances in order to run reports and provide information to customers; ensures all documentation is entered into customer accounts in an accurate and complete manner.

Responsible for ensuring that procedures and internal controls are followed ensure accuracy and timely completion of duties and goals; conducts special studies; compiles and prepares reports.

Analyzes, reviews and reconciles accounting transactions, documents reports and other written communication.

Plans, coordinates, schedules, assigns, directs, and monitors work of subordinates including staffing, hiring, training, counseling, and performance evaluations.

Responds to customer inquiries and complaints; refers customer inquiries/complaints to appropriate personnel and ascertains the outcome and resolution.

Performs a variety of administrative tasks including budget preparation and maintenance, operational reports, and management of assigned financial and personnel resources.

Attends meetings and workshops and conferences as required.

Applies and interprets all refuse, wastewater, and water policies and procedures; implements various changes related to utility billing operations; completes and updates working policy and procedures manual for division personnel.

Works with ITT to upgrade systems and implement such new program changes as necessary, such as special charges, interest, liens, billing changes, etc.; ensures programs are accurate and processes payments and revenues appropriately; ensures billings are accurate and timely; follows-up on program failures or errors for cause and for resolution.

Ensures information on billing changes are adequately coordinated and disseminated to customers, through billing information, pamphlets, ads, meetings and other means; completes and updates website information.

Performs related duties as required.

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MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE:

Graduation from college with a bachelor's degree in accounting, finance or related field;

AND

Four (4) years of experience performing above or related duties; plus, two (2) years in a supervisory capacity;

OR

An equivalent combination of education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of city utility billing procedures; bond requirements and special district procedures; municipal organizations and department operations including applicable laws and regulations; processing claims for accounts payable and managing accounts receivable. **Working knowledge of** municipal accounting principles (GAAP), practices and procedures; internal control principles and methods of application; budgeting, accounting and related statistical procedures; various revenue sources available to local governments including state and federal sources; general office maintenance and practices; computer accounting applications and various software programs; business and technical writing; operation of standard office equipment; mathematics related to investment and finance; interpersonal communication skills and telephone etiquette; public relations.

Ability to operate various types of standard office equipment such as typewriter, 10 key calculator, keyboard, etc.; operate personal computer in utilizing various programs to produce or compose formal documents, reports and records, charts and graphs; communicate effectively verbally and in writing; develop effective working relationships with supervisors, fellow employees, the public, and subordinates

SPECIAL QUALIFICATIONS:

Must be bondable to a dollar limit prescribed by statute.

WORK ENVIRONMENT:

Work is performed in a typical office setting and in the field involving exposure to VDT's, CRT's, UV rays. Walking, standing, carrying, bending, stooping, extended sitting are required. Speaking, hearing, and good visual are necessary. Common eye, hand, and finger dexterity are required for most essential functions. Mental application includes memory utilization, emotional stability, and discriminating thinking. Frequent local travel required in the normal course of job performance. May be required to work irregular or extended hours.

ADA/EEO Compliance

The City of Santa Fe is an Equal Opportunity Employer. In compliance with the American's with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

VETERAN'S HIRING INITIATIVE

Pursuant to City of Santa Fe Resolution No. 2013-079, the City of Santa Fe Human Resources Department (HRD) has implemented a Veterans' Hiring Initiative policy in order to provide opportunities for veterans who meet or exceed the minimum qualifications for city employment to obtain City employment. The Governing Body does not guarantee that a veteran shall be hired for the position being applied for, only that the veteran will be given an interview; and, it does not intend to supersede or modify any collective bargaining agreement that is currently in place with the City of Santa Fe.

Job applicants who are veterans who have an honorable discharge from the military or are members of the National Guard or Reserve who have successfully completed basic training, must use the Veteran Certification Form to identify themselves and then must attach a copy of their DD214 or DD215 and/or their proof of current Active, Guard or Reserve enlistment in order to certify their status.