



TRUTH OR CONSEQUENCES NEW MEXICO

505 Sims St, Truth or Consequences, NM 87901
Human Resources | 575-740-7554 | www.torcnm.org

Job Description Position

Position Title: Utility Billing Clerk
Department: Utility Office
Reports To: Utility Office Manager

Pay Grade: NE2
FLSA Status: Non-Exempt
Updated: 06/01/2026

General Purpose

Serves as a primary point of contact for utility customers and performs billing, cashiering, and account maintenance functions. Ensures accurate processing of utility charges, payments, deposits, and customer records while providing courteous and professional customer service.

Supervision Received / Given

Works under the general supervision of the Utility Office Manager and/or Utility Office Supervisor. This position does not exercise supervisory authority.

Duties and Responsibilities:

- Prepare, generate, review, and distribute monthly utility bills, landfill billing, and effluent billing.
- Receive, receipt, post, and balance all received payments.
- Count and reconcile daily cash drawers and prepare bank deposits in accordance with internal controls. Establish, update, and close customer utility accounts including new services, transfers, disconnects, reconnections, and final bills.
- Review meter readings for accuracy and irregular consumption and coordinate rereads when necessary.
- Respond to customer inquiries regarding billing, usage, rates, and service issues in person, by phone, and in writing. Assist with collections activities including monitoring delinquent accounts and processing payment arrangements.
- Process billing adjustments, refunds, returned checks, and deposit refunds as authorized.
- Maintain accurate and confidential customer records and files.
- Prepare routine reports and assist with audits and special projects as assigned.
- Perform clerical support duties including filing, mailing, scanning, and record retention.
- Coordinate with Water, Wastewater, Streets, and emergency crews as needed.
- Perform related duties as assigned.



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Education and Experience:

- High School Diploma or GED required.
- Coursework or training in office practices, bookkeeping, accounting, or customer service preferred.
- Two (2) years of experience involving cash handling, customer service, billing, or clerical office work preferred.
- Equivalent combinations of education and experience may be considered.

Knowledge, Skills, and Abilities:

- Knowledge of meter reading procedures and field safety practices.
- Skill in operating handheld meter reading devices and basic tools.
- Ability to work independently outdoors in varying weather conditions.
- Ability to perform physical labor including walking, bending, lifting, and climbing.
- Ability to interact courteously with the public and follow instructions.

Required Licenses and Certifications

- Valid New Mexico Driver's License.
- Must successfully pass pre-employment drug testing.
- Must successfully pass a background investigation and be free of disqualifying conditions.

Equipment, Tools, Materials:

- Computers, billing/accounting software, payment processing systems, scanners, copiers, printers, and phones.
- Cash drawer, receipt printer, adding machine/calculator, deposit preparation materials, and secure storage (safe).
- Standard office supplies, filing systems, and records retention tools.

Work Environment:

- Work is performed primarily in a temperature-controlled office environment with frequent public contact.
- Noise level is generally low to moderate.
- Work involves regular interaction with customers, including occasional escalated or difficult situations.
- Schedule is primarily weekdays; occasional extended hours may be required during billing cycles, audits, or system issues.

Physical Functions:



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- Prolonged sitting and repetitive use of hands and fingers for keyboarding, cash handling, and data entry.
- Frequent standing, walking short distances, filing, bending, and reaching.
- Occasional lifting and carrying of files, paper boxes, or office supplies up to 25 pounds.
- Ability to communicate clearly in person and by phone and to read printed and electronic documents.

Selection Guidelines:

Selection will be based on a formal application, rating of education and experience, oral interview(s), reference and background checks, and job-related testing where applicable. The successful candidate may need to pass a pre-employment physical examination, drug screening, psychological evaluation, or skills assessment as required for the position. Final selection will be made by the City in accordance with established policies and procedures.

Equal Opportunity Statement:

The City of Truth or Consequences is an Equal Opportunity Employer. We are committed to providing fair and equal employment opportunities to all qualified individuals regardless of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, genetic information, veteran status, or any other protected status under applicable federal, state, or local laws. We value diversity and encourage all qualified individuals to apply.

Employee Name (Print)

Employee Signature

Date

I understand that this is a uniformed full-time position in compliance with the Fair Labor Standards Act (FLSA).