



## **TAOS PUEBLO JOB DESCRIPTION**

**JOB TITLE:** Office Clerk  
**PAY GRADE:** NE7  
**FLSA STATUS:** Non-Exempt  
**DEPARTMENT:** Utility  
**REPORTS TO:** Utility Director

### **GENERAL PURPOSE:**

Performs routine clerical duties data preparation for computerized utility billing system and other customer related functions.

*This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.*

### **ESSENTIAL FUNCTIONS:**

Answers incoming telephone calls and ensures professional telephone etiquette.

Maintains accurate customer accounts and recommends adjustments to accounts as needed to the Business Entities Controller; adequately documents accounts.

Verifies accuracy of all billing data for customers.

Enters and retrieves data in system.

Prepares customer notices.

Accepts payments and ensures account is credited appropriately.

Creates service notifications for questionable readings as advised by Director and Business Entities Controller for errors, change outs, outages, final billing, installs, new accounts and move in/out. Provides detail map location to houses. Updates accounts when completed.

Documents and follows up on billing inquires, complaints and maintains customer files.

Assists in various office functions; correspondence, handles customer service questions, research, calculates fees and maintains records.

Performs other duties as assigned.

**SUPERVISION EXERCISED:**

N/A

**MINIMUM QUALIFICATIONS:**

High School Diploma or GED, plus three years billing, customer service and administrative experience. Computer experience required. Valid New Mexico driver's license with ability to meet Pueblo's liability insurance requirements and maintain eligibility for insurance. Must be able to pass drug test, physical, and background check, with NO prior convictions of any felonies.

*Taos Pueblo reserves the right to exercise preference in hiring for qualified Tribal members/ Indians in connection with all positions.*

**KNOWLEDGE, SKILL AND ABILITY:**

- Knowledge of customer service techniques.
- Knowledge of standard billing and collection policies, procedures, and regulations.
- Knowledge of hand held devices.
- Knowledge of computerized information systems used in financial and/or accounting applications.
- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and PowerPoint.
- Organizing and coordinating skills.
- Basic data entry and/or word processing skills.
- Ability to utilize an automated accounting system.
- Ability to analyze and solve problems.
- Ability to process computer data, format and generate billings and reports.
- Ability to greet the public in a courteous manner and to obtain and provide appropriate information.
- Ability to prepare routine administrative paperwork.
- Ability to read, sort, check, count and verify numbers.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to maintain confidentiality.
- Ability to meet strict time lines.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle, or feel; reach with hands and arms above shoulders; stoop, kneel, crouch, or crawl; and talk or hear. The employee frequently is required to climb or balance. The employee must occasionally lift and/or move up to 15 pounds.

**WORK ENVIRONMENT**

Work is regularly performed indoors in an office setting with a low noise level. Evening and/or weekend work may be required.