



Jemez Mountains Electric Cooperative, Inc.

Your Touchstone Energy® Cooperative



JOB POSTING

Jemez Mountains Electric Cooperative, Inc., (JMEC) is accepting applications for the position of **Billing/Verification Clerk** for the **Espanola Office**.

Under supervision of the Billing Supervisor and/or Consumer Service Manager, the Billing/Verification Clerk will process all billing functions for daily cycle billing, process adjustments, work with members/customers over the phone and in the office.

Education

High school diploma or equivalent required. Successful completion of computer courses required

Essential Functions/Job Duties:

- (a) Assist in resolution of meter reading discrepancies
- (b) Assist with billing adjustments and credits as necessary
- (c) Correct meter or billing errors and post meter readings from new or missed meters using own initiative.
- (d) Process Hi-Low usage reports and send out trouble calls if necessary on accounts
- (e) Assist members/customers with budget payment plan
- (f) Assist members/customers with on-line and ADP payments
- (g) Process all functions for billing cycles
- (h) This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties or responsibilities that management deems necessary

Job Requirements and Experience:

- (a) Two years experience in member/customer service work, including on-the-job training, knowledge of Cooperative's Service Rules and Regulations and Policies.
- (b) Ability & Skills: Ability to accept change and new technology. Ability to communicate effectively both orally and in writing. Must have sound knowledge of proper and safe work practices. Knowledge of computer related equipment and software. Move, store and retrieve files, documents or other materials in a computer system. Ability to work independently. Ability to analyze data, reports and conducting research. Ability to prioritize and manage multiple tasks. Ability to operate commonly used office equipment. Must have excellent math skills. Must possess a valid New Mexico driver's license.

- (c) Working Conditions: Inside position with the usual office conditions. Normally have regular hours of work with irregular volume of activity. Some overtime may be required. Sedentary work requiring exertion of up to 10 pounds of force occasionally and/or a negligible amount of force frequently. Light lifting of generally 10 pounds or less. Job requires sitting most of the time. Requires repetitive motions with hands and fingers such as dialing and keyboarding. Primarily inside work at a desk. Ability to perform essential functions that requires frequent and/or prolonged viewing and use of a computer monitor, keyboard and mouse for extended periods of time.

Reporting Requirements:

- (a) Reports to: Billing Supervisor and/or Consumer Service Manager
(b) Directs: None

Only those candidates that possess the criteria listed above will be considered.

Please visit our website at www.jemezcoop.org under our careers tab to access the application and submit with your resume to the contact below.

Applications should be directed to:

Deborah Leyba, Human Resources Administrator
P.O. Box 128 Española, New Mexico 87532
505-753-2105 Ext. 1117
505-753-6958 fax
debleyba@jemezcoop.org