

# Water Authority Position Description

## ABSTRACTOR

Status	Position Code	Level	Date
APPROVED	ABST	M24	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

### POSITION SUMMARY

RESPOND TO INQUIRIES REGARDING TAXES, LEASES, OWNERSHIP AND OTHER REAL PROPERTY INTERESTS. RESEARCH, UPDATE AND MAINTAIN DATA FILES RELATING TO PROPERTY INVENTORY.

### MIN EDUCATION & EXPERIENCE REQ

ASSOCIATE'S DEGREE IN BUSINESS ADMINISTRATION OR A TWO (2) YEAR TECHNICAL CERTIFICATE IN OFFICE ADMINISTRATION OR A RELATED FIELD, PLUS THREE (3) YEARS OF EXPERIENCE TO INCLUDE OFFICE ADMINISTRATION, PROCESSING PAYMENTS, RESEARCH, RECORD KEEPING FOR BILLING AND COLLECTIONS AND TO INCLUDE ONE (1) YEAR REAL ESTATE OR TITLE SEARCH EXPERIENCE. ADDITIONAL SPECIALIZED TRAINING IN REAL ESTATE OR A RELATED FIELD IS DESIRABLE.

### ADDITIONAL REQUIREMENTS

POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE.

### SUPERVISION RECEIVED/EXERCISED

RECEIVES DIRECTION FROM HIGHER LEVEL MANAGEMENT STAFF.

MAY EXERCISE TECHNICAL AND FUNCTIONAL SUPERVISION OVER SUPPORT STAFF.

### ESSENTIAL FUNCTIONS

1. REVIEW CUSTOMER UTILITY BILLING ACCOUNTS FOR DELINQUENCIES.
2. RESEARCH AND DETERMINE REAL PROPERTY STATUS THROUGH REVIEW OF HISTORIC FILES AND PUBLIC RECORDS.
3. RESPOND TO INQUIRIES ABOUT PROPERTY TAXES, LEASES, OWNERSHIP AND OTHER REAL PROPERTY INTERESTS. PREPARE, MAINTAIN AND UPDATE FILES RELATING TO PROPERTY TAXES AND INVENTORY.
4. PREPARE REPORTS ON PROPERTY INVENTORY REQUESTS. ACCESS VARIOUS DATABASES TO RETRIEVE PROPERTY INFORMATION.
5. FILE AND RELEASE LIENS ON DELINQUENT ACCOUNTS. PREPARE ALL LIENS AND RELEASES.
6. RESEARCH BILLING ACCOUNTS, PREPARE AND ENTER ACCOUNT ADJUSTMENTS AND PROCESS ALL CUSTOMER PAYMENTS AND REFUNDS.
7. ATTEND MEETINGS RELATING TO PROPERTY INVENTORY, TAXES AND LEASES.
8. ASSIST IN THE PREPARATION OF THE ASSIGNED BUDGET. ASSIST IN TRAINING STAFF IN THE USE OF COMPUTER DATABASES AND BUSINESS PRACTICES.
9. PERFORM GENERAL CLERICAL DUTIES INCLUDING TYPING, FILING AND RECORD KEEPING.
10. CONDUCT INSPECTIONS OF SUBJECT PROPERTY AS REQUIRED.
11. TYPE AND PROOFREAD A WIDE VARIETY OF REPORTS, LETTERS, MEMORANDA AND STATISTICAL CHARTS. TYPE FROM ROUGH DRAFT OR VERBAL INSTRUCTION. MAY INDEPENDENTLY COMPOSE CORRESPONDENCE RELATED TO ASSIGNED RESPONSIBILITIES.
12. OPERATE A VARIETY OF OFFICE EQUIPMENT, INCLUDING COMPUTERS. UTILIZE SPREADSHEET AND WORD PROCESSING SOFTWARE.
13. ACCEPT AND PROCESS VARIOUS PAYMENT TYPES E.G. (CASH, CHECK, CREDIT CARD) FROM INTERNAL AND EXTERNAL CUSTOMERS IN A PROFESSIONAL AND TIMELY MANNER: ENTER DATA INTO THE ABCWUA BILLING SYSTEM ACCORDING TO ESTABLISHED PROCEDURE.
14. COUNT MONEY, GIVE CHANGE, ISSUES RECEIPTS FOR FUNDS RECEIVED.
15. BALANCE, COUNT-IN AND OUT CASH DRAWER, PERFORM CASH DROPS, AND RECEIPTS; DOCUMENTS DISCREPANCIES.
16. PERFORM VARIOUS DEPOSIT AND RECONCILIATION ACTIVITIES.

**SUPPLEMENTAL FUNCTIONS**

1. COORDINATE OFFICE ACTIVITIES WITH THOSE OF OTHER DIVISIONS, OUTSIDE AGENCIES AND ORGANIZATIONS.
2. RESPOND TO PUBLIC INQUIRIES IN A COURTEOUS MANNER. PROVIDE INFORMATION WITHIN THE AREA OF ASSIGNMENT. RESOLVE COMPLAINTS IN AN EFFICIENT AND TIMELY MANNER.
3. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

#### **PREFERRED KNOWLEDGE**

UTILITY BILLING PROCEDURES/POLICIES AND CUSTOMER SERVICE PRACTICES  
REAL ESTATE CONTRACTS, LAWS, PROPERTY TAXES AND ABSTRACTS  
OPERATIONS, SERVICES AND ACTIVITIES OF A REAL PROPERTY PROGRAM  
MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT INCLUDING COMPUTERS  
METHODS AND TECHNIQUES OF RESEARCH AND DATA ANALYSIS  
PRINCIPLES AND PROCEDURES OF FINANCIAL RECORD KEEPING AND REPORTING  
PRINCIPLES AND PROCEDURES USED IN LEGAL FORECLOSURE  
COUNTY ASSESSMENT MAPS IN RELATION TO LEGAL DESCRIPTIONS AND THE 18 DIGIT  
TAX CODE PERTINENT FEDERAL, STATE AND LOCAL LAWS, CODES AND REGULATIONS  
INCLUDING BANKRUPTCY LAWS

#### **PREFERRED SKILL/ABILITY**

PERFORM TECHNICAL RESEARCH ACTIVITIES AND ANALYZE DATA  
UNDERSTAND, INTERPRET AND APPLY APPLICABLE LAWS, CODES AND REGULATIONS  
GOVERNING REAL PROPERTY READ ASSESSMENT MAPS AND LOCATE PROPERTIES  
THROUGH LEGAL DESCRIPTIONS OPERATE AND USE MODERN OFFICE EQUIPMENT  
INCLUDING A COMPUTER RESPOND TO REQUESTS AND INQUIRIES FROM THE GENERAL  
PUBLIC COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING  
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE  
CONTACTED IN THE COURSE OF WORK

#### **WORKING CONDITIONS**

OFFICE AND FIELD ENVIRONMENT; TRAVEL FROM SITE TO SITE; EXPOSURE TO  
COMPUTER SCREENS, MOVING OBJECTS/VEHICLES, INCLEMENT WEATHER CONDITIONS.

#### **PHYSICAL REQUIREMENTS**

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED  
DUTIES AND RESPONSIBILITIES SUCH AS: WALKING, STANDING OR SITTING FOR  
PROLONGED PERIODS OF TIME; LIGHT LIFTING AND CARRYING; BOTH HANDS  
REQUIRED, USE OF FINGERS, OPERATING MOTORIZED EQUIPMENT AND VEHICLES.  
MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE  
DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES