

# Water Authority Position Description

## ASSESSMENT TECH

Status	Position Code	Level	Date
APPROVED	ASTE	A05	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

PROVIDE PROFESSIONAL CUSTOMER SERVICE WHILE RESPONSIBLE FOR RESEARCHING AND MAINTAINING ACCURATE INFORMATION RELATED TO THE ASSESSMENT, BILLING AND COLLECTION OF WATER AND SEWER UTILITY CHARGES.

### MIN EDUCATION & EXPERIENCE REQ

HIGH SCHOOL DIPLOMA OR GED, PLUS THREE (3) YEARS EXPERIENCE IN RESEARCH, RECORD KEEPING FOR BILLING AND COLLECTIONS TO INCLUDE ONE (1) YEAR EXPERIENCE IN CUSTOMER SERVICE.

### ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)  
BILINGUAL SKILLS ARE DESIRABLE POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

### SUPERVISION RECEIVED/EXERCISED

RECEIVE GENERAL SUPERVISION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

MAY EXERCISE LEAD RESPONSIBILITIES OVER STAFF.

### ESSENTIAL FUNCTIONS

1. RESEARCH AND VERIFY INFORMATION FOR MAJOR SUBDIVISIONS AND MINOR RE-PLATS REQUESTED BY VARIOUS CUSTOMERS.
2. VERIFY LEGAL DESCRIPTIONS FOR THE ISSUING OF WATER AND/OR SEWER APPLICATIONS AND SELLING OF SERVICES. PROVIDE INFORMATION TO THE GENERAL PUBLIC REGARDING FEES FOR CONNECTION OF UTILITIES.
3. PROVIDE PRICING INFORMATION FOR WATER AND SEWER INSTALLATION FEES, INCLUDING SPECIAL ASSESSMENTS AND ILLEGAL HOOK-UPS.
4. RECEIVE, REVIEW AND PROCESS WRITTEN COMPLAINTS AND REQUEST FOR SERVICE INSTALLATIONS. PREPARE RESPONSES TO CUSTOMER INQUIRIES.
5. VERIFY THE AVAILABILITY OF WATER AND SEWER CONNECTIONS THROUGH ASSIGNED PROJECT CODE NUMBERS ON DEVELOPMENTS OR SUBDIVISIONS TO INCLUDE CONTRACTOR FUNDED WATER AUTHORITY PROJECTS.
6. MAINTAIN AND UPDATE ACCURATE FILES AND RECORDS WHICH MAY INCLUDE SUBDIVISION PLATS, PROJECT ESTIMATIONS, ANNEXATIONS, AND CHANGE OF ADDRESS FILES.
7. MAINTAIN SUBDIVISION INFORMATION SUCH AS SUBDIVISION NAME AND LEGAL DESCRIPTION FOR EACH LOT IN PLAT TO INCLUDE ADDRESS, MAP LOCATIONS, PROJECT CODE NUMBER AND AVAILABILITY OF SERVICE.
8. RESEARCH PUBLIC RECORDS TO VERIFY LEGAL PROPERTY OWNERSHIP.
9. PREPARE STATISTICAL REPORTS AND GRAPHS ON DAILY FUNCTIONS UTILIZING MAPS AND ZONING ATLAS AND A.G.I.S. SYSTEM.
10. 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.
11. COUNTS MONEY, GIVES CHANGE AND ISSUES RECEIPT FOR FUNDS RECEIVED.
12. BALANCE, COUNT IN AND OUT CASH DRAWER, PERFORM DROPS, AND RECEIPTS; DOCUMENTS DISCREPANCIES.

#### **SUPPLEMENTAL FUNCTIONS**

1. PROVIDE TECHNICAL ASSISTANCE TO OTHER STAFF MEMBERS AS REQUIRED.
2. MAY EXERCISE LEAD RESPONSIBILITIES OVER LOWER LEVEL SUPPORT STAFF.
3. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

#### **PREFERRED KNOWLEDGE**

AUTHORITY REQUIREMENTS FOR COMPLETENESS OF PLANS AND SPECIFICATIONS  
PERTINENT FEDERAL, STATE AND LOCAL LAWS, CODES AND REGULATIONS  
PRINCIPLES AND PROCEDURES OF FINANCIAL RECORD KEEPING AND POSTING  
OPERATIONS, SERVICES AND ACTIVITIES OF A CUSTOMER SERVICE PROGRAM  
CUSTOMER RELATIONS TECHNIQUES  
BUSINESS LETTER WRITING AND BASIC REPORT PREPARATION TECHNIQUES  
BASIC PRINCIPLES OF CLERICAL ACCOUNTING  
ALPHABETICAL AND NUMERICAL FILING SYSTEM  
BASIC MATHEMATICAL PRINCIPLES  
ENGLISH USAGE, SPELLING, GRAMMAR AND PUNCTUATION  
MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT

### **PREFERRED SKILL/ABILITY**

READ AND INTERPRET ZONING, LOCATION AND AERIAL MAPS  
PERFORM ROUTINE MATHEMATICAL CALCULATIONS AND PAYMENT PLANS  
REVIEW VARIOUS CONSTRUCTION BLUEPRINTS TO ENSURE COMPLIANCE WITH WATER  
AUTHORITY REQUIREMENTS CREATE AND MAINTAIN ACCURATE RECORDS  
PROVIDE TECHNICAL ASSISTANCE IN THE REVIEW AND PROCESSING OF VARIOUS  
PLANS AND SPECIFICATIONS ENSURE COMPLETENESS AND ACCURACY OF DOCUMENTS  
PRIOR TO SALE OF SERVICES CREATE AND MAINTAIN VARIOUS PROJECT-TRACKING  
SYSTEMS DEAL TACTFULLY AND COURTEOUSLY WITH THE PUBLIC IN HANDLING  
REQUESTS LEARN TO POST AMOUNTS TO VARIOUS LEDGERS AND PREPARE JOURNAL  
ENTRIES PREPARE JOURNAL ENTRIES FOR POSTING TO GENERAL LEDGER  
RESPOND TO REQUESTS FROM GENERAL PUBLIC  
WORK INDEPENDENTLY IN THE ABSENCE OF SUPERVISION  
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 ENVIRONMENT; COMPUTER SCREENS

### **PHYSICAL REQUIREMENTS**

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED  
DUTIES AND RESPONSIBILITIES SUCH AS: HEAVY, MODERATE OR LIGHT LIFTING;  
STANDING OR WALKING FOR PROLONGED PERIODS; OPERATING MOTORIZED EQUIPMENT  
AND VEHICLES; DATA ENTRY  
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR  
MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING WRITING AND  
OPERATING ASSIGNED EQUIPMENT