



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 and Verification Clerk 0-12 Months for the Espanola District Office**. This position reports to the District Office Manager and is someone with 0 to 12 months of experience. This position is responsible for personal performance of work as assigned in the billing department. Performs research work on customer accounts to ensure accuracy and adjusts as appropriate. Bills and maintains records of electric service accounts; assists in the coordination of workflow with other departments and trains other personnel as assigned. Performs other duties from time to time within the realm of the classification and qualifications.

Required Education, Degrees, Certificates, and/or Licenses:

High school diploma or equivalent required (associate degree preferable but not required). Must have the ability to operate a motor vehicle and possess a valid New Mexico driver's license. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.

Essential Functions/Job Duties:

- Assists in resolution of meter reading discrepancies and reports those discrepancies to immediate supervisor.
- Assists with billing adjustments and credits as necessary and reports those adjustments and credits to immediate supervisor.
- Corrects meter or billing errors and posts meter readings from new or missed meters using own initiative, while reporting the corrections and postings to immediate supervisor.
- Processes Hi-Low usage reports and sends out trouble calls on accounts if necessary.
- Assists members/customers with budget payment plans.
- Assist members/customers with online and ADP payments.
- Processes all functions for billing cycles.
- Performs other duties from time to time within the realm of the classification and qualifications.

Job Requirements and Experience:

One year of experience with customer/member service work that includes billing is highly desirable. A working knowledge of the Cooperative's Service Rules, Regulations, Rates and Policies is also desirable. Must be able to keep information confidential as the situation dictates. Strong computer and math skills are essential. Must possess communication skills to interact positively and clearly with members/customers, co-workers, and other involved parties. Must be able to work independently and assume responsibility. Ability to analyze data and reports and to conduct research is essential. Must be able to work under pressure, perform several tasks simultaneously, and plan and organize work. Must be able to operate office equipment such as a personal computer, copier, and fax machines. Must be able to answer multi-line phone system.

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

JMEC offers a competitive salary commensurate with qualifications, along with a comprehensive benefits package.

Applications/resumes will be accepted until close of business, Monday, October 4, 2024. Please contact Tina Trujillo Archuleta for an application or you can visit our website at www.jemezcoop.org under our careers tab. Please address your application materials to:

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