

# City of Las Vegas Career Opportunity

Applications are being accepted for a full-time Customer Service Supervisor for the City of Las Vegas Utilities Division

**Entry Level:** \$14.61


**Nature of Job:** Under general supervision, plans and coordinates the operation of the billing including complete consumption, billing and customer relations for all City Utilities and miscellaneous billing; supervises assigned staff; and performs related work as assigned. Responsible for all billings for gas, water, wastewater, and solid waste and miscellaneous services of the City of Las Vegas. Responds and directs personnel in Customer Service to resolve any and all customer discrepancies involving consumption and billing for all City services. Responsible for direction involving natural gas and water meters, meter reading schedules, meter readings, deadlines and meter reading re-reads, waste water and solid waste services. Responsible for all work orders for Utility Services for natural gas and water to include new services and existing services, cut-ins and cut-outs. Responsible to see that work orders involving cut-ins and cut-outs for nonpayment are scheduled and completed. Responsible for the maintenance of all customer computer files. Responsible for the verification and posting of all adjustment slips. Responsible for the monitoring of all meter readings for over/under readings. (A detailed job description is available at the Human Resource Office.)


**Qualifications:** Must have a valid New Mexico Class V operator's license and be insurable by the City's insurance carrier. Graduation from a regionally accredited college or university with a baccalaureate degree in business administration, public administration or accounting, or a closely related field and one (1) year of work experience, or its part time equivalent in a position involving responsibility for maintaining a set of financial records including accounts receivable which must have included the supervision of staff; or, Five (5) years of work experience, or its part-time equivalent, in a position involving responsibility for maintaining a set of financial records including accounts receivable, one (1) year of which must have been included the supervision of staff.

**Posted:** General Public: March 20, 2017 thru March 27, 2017

**General Public:** Defined as any person interested in the position who meets the qualifications. An application with all necessary documentation including any pre-employment test must be completed and returned to the Human Resource Division.

**Reviewed and approved for publishing by:**

  
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Richard R. Trujillo, City Manager

  
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Human Resource Manager