Human Resources
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Solid Waste Account Specialist

JOB CODE	JOB FAMILY	PROFILE
JCV330	**Business Services & Support**	**Solid Waste Account Specialist**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$18.60 - $26.50**	**July 15, 2026**

The Solid Waste Account Specialist, under direction of the assigned supervisor, provides a variety of administrative and billing functions for the department; assists customers with billing questions and researches records as necessary; researches and resolves delinquent accounts.

Job Description

DUTIES AND RESPONSIBILITIES

- Researches, analyzes, and interprets property information for billing purposes.
- Processes customer billing; maintains supporting documentation files and current resident addresses.
- Processes customer statements, record transactions, and verifies accuracy of input to reports generated.
- Responsible for receiving and recording customer billing payments; maintain cash drawer.
- Monitors billing to ensure compliance with procedural policies and to ensure optimal reimbursements while adhering to regulations.
- Maintains confidential files and documents.
- Researches, calculates, and finalizes delinquent accounts.
- Researches and calculates customer accounts to indicate proper adjustment(s), payment arrangement(s), name change(s), address change(s), etc.

- Analyzes billing records to resolve discrepancies.
- Monitors and verifies source documents for processing low-income billing, vacant property requests and promissory notes.
- May perform other job-related duties as assigned or required.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Associate's degree in business administration or related field.
- Four (4) years of administrative experience including records management, billing, accounts receivable/accounts payable experience.
- Must have demonstrated knowledge of generally accepted billing terminology and methods.
- Must have proficiency in the use of Windows-based word processing, spreadsheet and database software and in the development of application data.
- Must have knowledge of record management, information processing, letter and report writing and cash handling techniques.
- Must have the ability to effectively communicate with others.
- Preferred knowledge of QuickBooks.
- Must have the ability to operate standard office machines, typewriter, computer, copies, fax machine, calculator and multi-line phone.
- Must have the ability to analyze billing records and identify billable services. Must have good organizational skills.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.

- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Essential job duties are performed indoors in climate-controlled environment.
- Primary work surface is even, dry, carpeted or tiled floor.
- Works alone primarily, with or without directions.
- Works with a group, at times, and with a select team at times.

EQUIPMENT, TOOLS, AND MATERIALS

- Telephone, typewriter, calculator, computer, fax machine, and copy machine are used in performance of essential job duties.
- Various forms of paperwork are handled in performance of essential duties.

NOTE

- You are not required to disclose information about physical or mental limitations that you believe will not interfere with your ability to do the job. On the other hand, if you want the employer to consider special arrangements to accommodate physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

MENTAL FUNCTIONS

- Must be able to communicate in oral and written English.
- Must be able to use reason and judgment in performing essential functions.
- Must be able to read and understand such items as technical materials, financial reports and legal documents.
- Must be able to write proposals and reports (including financial) with proper format, and to verify the accuracy of information contained in reports.
- Must be able to apply accounting knowledge and math skills in processing large volumes of numerical data.
- Must be able to organize and prioritize numerous tasks requiring the use of mental capabilities.

PHYSICAL FUNCTIONS

- Work is primarily sedentary, with opportunities to stand/walk as needed typically being available throughout the workday.
- Must be able to bend at the waist and twist/rotate as necessary.
- Must be able to work with arms bent or extended away from body or overhead and be able to push/pull with arms as needed.

- Must be able to lift and carry items such as paperwork and files.
- Must be able to crouch and kneel as necessary.
- Must be able to use hands and fingers in order to grasp/manipulate various equipment and materials needed to perform essential duties.
- Must be able to coordinate use of hands and eyes in operation of equipment, such as computer and calculator.

Additional Description

This job profile is classified as **safety-sensitive**. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization's Drug and Alcohol Testing Policy.

Duties that require a **Commercial Driver's License (CDL), firearm(s) use**, or are otherwise regulated under the **Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act**, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.