



OFFICE SUPPORT SPECIALIST

Campbell County Utilities and Service Authority is accepting applications for the position of Office Support Specialist. This position Assist the Office Manager in performing responsible customer service, updating customer account information, assist with monthly billing and general administrative support; does related work as required. Performs tasks and duties as assigned by the Finance Director. Assist Customer Service staff as required and serve as back up to Office Manager.

DUTIES AND RESPONSIBILITIES:

- Assists with daily office functions
- Maintains customer records as required
- Assists with monthly billing operations
- Assists with collection of past due accounts
- Investigate customer inquiries
- Manages set-up & close out of accounts
- Ensures late notices are prepared monthly
- Provides additional support for the Office Manager, Finance Director and Customer Service staff;
- Maintains operation records
- Trains office personnel in billing software operations
- Assists with billing software upgrades when necessary
- Assists with Accounts payable
- Reviews Bank Deposits
- Serves as back up to the Office Manager
- Performs tasks assigned by the Finance Director

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of customer services principles, human interface methods, and ability to understand complex billing operations; exceptional knowledge of office procedures and thorough knowledge of office software. Must be able to operate in fast paced environment and multitask effectively. Must be able to read and interpret maps. Knowledge of office operation and equipment, (computer) and Microsoft office software;

ability to effectively communicate with customers and staff. Proficient with customer service soft skills including good listening, clear communication, empathy, and ability to use positive language. Must show good judgment, accuracy, and integrity.

EDUCATION, EXPERIENCE AND TRAINING:

Minimum of 5 years experience in office management; Associates Degree in office management, data processing or related field; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. Experience in customer service with additional college or business courses preferred.

SPECIAL REQUIREMENTS:

Must possess a valid driver's license issued by the Commonwealth of Virginia; ability to communicate effectively with the public and cooperatively with other staff and departments; and ability to be flexible and a team player. Must be able to pass a drug screening and background check as a condition of employment.

Starting salary range is \$51,847 to \$57,493 A higher salary could be negotiated for an applicant with considerable relevant experience.

Excellent compensation and fringe benefits, such as but not limited to, health & dental insurance, VRS retirement, paid holidays, earned vacation, personal and sick leave.

Applications can be obtained at the Authority office located at 20644 Timberlake Road, Lynchburg, VA 24502 or online at www.ccusa-water.com. Applications will be accepted through June 13, 2025 and can be dropped off at the Authority office or emailed to Vanessa Brown (vbrown@ccusa-water.com).