



## **JOB ANNOUNCEMENT**

### **BILLING AND CUSTOMER SERVICE CLERK**

The Scott County Public Service Authority is now accepting applications for this part-time (up to 30 hours/week) position that handles billing and customer service activities. Responsible for processing water and sewer bill payments, updating customer accounts, resolving billing issues, and responding to customer questions and complaints. Performs customer account and customer service duties including taking customer payments, entering payments into the billing system, entering customer account information, answering customer questions and complaints or directing them to the proper person, assisting the maintenance staff by creating, posting, entering, and filing work orders, handling mail, and answering telephone calls and emails. Performs other tasks as assigned by supervisor. This position has no supervisory responsibilities. Work is performed under the supervision of the Department Manager. This part-time position may transition to a full-time position within one year. The pay rate is commensurate with experience and will be in the range \$14-\$18/hour.

As a minimum, possesses a high school diploma, Virginia GED certificate or equivalent, or vocational school certificate/diploma. Successful applicants should possess extremely strong data entry, public relations, and multi-tasking skills.

Applicants must submit a completed official SCPSA application. Applications may be accompanied with a resume and a cover letter. Applications may be obtained at <http://scottcountypsa.myruralwater.com/job-announcements> or by contacting the SCPSA office at (276) 386-3401. Applicants may submit the application in person or by mail. The application must be received or post-marked no later than June 28, 2024. Completed applications must be delivered or mailed to Scott County PSA, Attn.: Melinda Earwood, 156 Legion Street, Weber City, VA 24290.

SCPSA is an Equal Opportunity Employer