Administrative Support Specialist

The Town of Sparta is currently accepting applications for the position of Administrative Support Specialist. This position performs professional services in the administrative department as well as provides excellent service to customers.

Duties will include but are not limited to:

- Receives and responds to citizen inquires and complaints, and uses problem solving skill to find creative solutions to customer inquires
- Engages with citizens to provide answers to question and concerns regarding utility accounts.
- Coordinates utility billing, service connection/disconnection, and account establishment and closeout processes in a timely and accurate manner.
- Maintains and modifies utility meter reading routes to ensure efficiency and accuracy.
- Processes bank draft payments, mail payments, return checks, cash collections and web payments.
- Processes accurate deposits and performs basic accounting for daily transactions
- Collects and reconciles accounts both in person and over the phone
- Assists with Accounts Payable/ Accounts Receivable
- Communicates with the Maintenance Department to respond to utility related trouble calls and emergency situations
- Prepare financial reports as requested by administrative staff
- Maintains accurate record keeping for variety of data.

Candidate will be self-motivated, able to multi-task, prioritize assignments, and adapt to a fast-paced work environment. Candidate must have excellent verbal and written communications, and possess the ability to interact professionally with co-workers, customers, and citizens.

Qualifications:
Minimum requirements include knowledge and competency in customer service and billing systems with experience in cash handling and an associate's degree in business or accounting or related field, or an equivalent combination of education and experience. Possession of a valid NC Driver's license is required. Preferred candidates will have strong typing skills, be proficient in Microsoft outlook, word and excel, and have a notary public credential. Candidates with bilingual skills are strongly encouraged to apply.

Base salary is $33,000 with hiring salary dependent upon education and experience and is supplemented by a competitive benefits package which includes Town of Sparta Pension Plan and 457 Retirement contributions and Health/Dental Insurance.

Interested applicants should submit a Resume and Town of Sparta Employment application to:

Peggy Choate
Town of Sparta
PO Box 99
Sparta, NC 28675

-or-

via email: pchoate@townofsparta.org

Applications can be found online at https:/townofsparta.org/employment

Closing date: August 12, 2021

Town of Sparta is an equal opportunity employer.