

Office Manager Job Posting

Location: PSD #1, 327 U Rd., Arthurdale, WV

Employment Type: Full-Time

Organization: Public Service District #1 – Water Utility

Position Summary

The Office Manager oversees the administrative functions of the district, manages customer accounts, supports utility billing operations, and assists the PSD board and plant operations team. This role requires strong organizational skills, a high attention to detail, and the ability to communicate effectively with customers, vendors, regulators, and district leadership.

Key Responsibilities

- Customer Service & Billing
 - Oversee monthly utility billing, payment processing, and account adjustments.
 - Assist customers with service inquiries, new service applications, billing questions, and payment arrangements.
 - Maintain accurate customer records in billing software.
- Administrative & Office Management
 - Manage day-to-day office operations, including phones, mail, records retention, and purchasing of office supplies.
 - Prepare deposits, reconcile accounts, and support financial reporting.
 - Maintain and organize district files, correspondence, and board documents.
- Board & Regulatory Support
 - Prepare board meeting packets, minutes, and reports as needed.
 - Assist with PSC (Public Service Commission) paperwork, compliance documentation, and regulatory filings.
 - Coordinate with vendors, contractors, and engineering firms as directed.
- Financial & Accounting Support
 - Assist with accounts payable and accounts receivable.
 - Work with the district's accountant on monthly financial statements.
 - Support preparation of annual budgets and audits.

Qualifications

- Required:
 - High school diploma or GED.

- 2+ years of administrative, billing, bookkeeping, or office management experience.
- Strong computer skills (Microsoft Office, email systems, and billing/financial software).
- Excellent communication, customer service, and organizational skills.
- Preferred:
 - Experience working in a utility office, municipal government, or public service district.
 - Knowledge of utility billing systems, PSC rules, or basic accounting practices.
 - Notary Public certification or willingness to obtain one.

Working Conditions

- Standard office environment with regular weekday hours.
- Occasional evening availability for monthly board meetings may be required.
- Position involves interacting with the public both in-person and by phone.

Compensation & Benefits

- Competitive salary based on experience.
- Paid holidays and PTO.
- Retirement program and health benefits.
- Training opportunities provided for PSD operations and regulatory requirements.

How to Apply

Please submit your resume, cover letter, and references to:

billing@prestonpsd1.net

or

PSD#1 Office Drop Box at

527 U Rd.
Arthurdale, WV 26520

Applications will be reviewed on a rolling basis until the position is filled.