



Assistant Utility Manager Job Summary

The City of Hurricane is seeking a reliable, organized employee to join the Utility Office as the Assistant Utility Manager. The employee in this position will assist in the daily operations of the Utility Office in the Hurricane Municipal Building and also complete clerical tasks. Multitasking and organizational abilities are required, and the successful candidate must be able to effectively prioritize and complete tasks in a timely manner. A positive attitude, strong work ethic and customer service focus are essential. Previous utility office experience and/or understanding of office procedures is a plus. The hourly range for this position will be \$22-24/hour based on experience.

Duties and Responsibilities

- Help to immediately resolve and mediate customer complaints.
- Receive inbound calls from customers, clarify the needs of the caller and resolve concerns or raise to appropriate level for assistance.
- Collaborate with management to complete necessary projects and also work independently on delegated tasks.
- Monitor and use office equipment and materials (computers, printers, fax machines, copiers, physical files, etc.)

Requirements and Qualifications

- High school diploma or GED equivalent.
- Excellent customer service experience.
- Strong verbal and written communication skills.
- Computer literate – proficient using Microsoft Suite (specifically Excel) and have the ability to learn new software program.
- Confident using office machinery (printers, fax machines, photocopiers, etc.).
- Ability to multi-task and handle high stress, fast-paced environment.
- Strong attention to detail and quick learner.

In order to be considered, send resume by Friday, August 9, 2024 to: resume@hurricanewv.com.