



Utility Office Staff Position

Job Summary

The City of Hurricane is seeking a reliable, organized person to join the Utility Office. An employee in this position will assist in the daily operations of the Utility Office and also complete clerical tasks. Multitasking and organizational abilities are required and 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 understanding of office procedures is a plus.

Duties and Responsibilities

- Process utility payments from customers in person and on the phone.
- Mediate and resolve utility customer complaints.
- Receive calls from the general public – clarifying their needs and answering questions or raising to appropriate level for assistance.
- Prepare outgoing mail (including prepping larger packages for sending).
- Sort incoming mail to appropriate staff.
- Learn and use non-standard software programs proficiently.
- Collaborate with management to complete special projects and have the ability to work independently on delegated tasks.
- Ensure an organized workspace.

Requirements and Qualifications

- High school diploma or GED equivalent.
- Good computer skills, ability to use office equipment and understanding of basic software programs.
- Strong verbal and written communication.
- Excellent customer service skills.

How to Apply

Send resume to: resume@hurricanewv.com by end of day Friday, March 6, 2026.

Pay range: \$20/hour.