

RUSSELL COUNTY WATER AUTHORITY

Office Manager — Position Description

Department: Administration | Reports to: General Manager | Status: Full-time

Position Purpose

Manage the Authority's administrative organization, including assigned personnel, human resources administration, financial transaction processing, customer service, and utility billing. Maintain reliable daily operations while evaluating and implementing improvements that strengthen controls, customer experience, employee performance, and efficiency. The Office Manager is accountable for office-side results; the General Manager retains ultimate executive responsibility and authority.

1. Personnel and Human Resources

- Supervise assigned administrative, billing, and customer service personnel; assign work, coach, evaluate performance, and manage routine staff disputes.
- Coordinate recruitment, hiring recommendations, onboarding, formal evaluations, disciplinary recommendations, promotions, compensation recommendations, and separation procedures with the General Manager.
- Administer personnel records, leave tracking, payroll coordination, insurance, retirement benefits, and other employee programs; protect confidential information.
- Maintain consistent personnel policies and support compliance with applicable employment requirements.

2. Financial Administration

- Oversee accounts payable, accounts receivable, customer payment processing, deposits, and supporting documentation.
- Maintain effective segregation of duties, transaction review, records, and established controls.
- Coordinate information with external accountants for reconciliations, financial reporting, audits, and payroll-related services as assigned.

3. Customer Service and Billing

- Supervise the Billing Manager and assigned customer service personnel; ensure accurate and timely billing, account adjustments, payment processing, and collections.
- Ensure consistent application of policies for delinquent accounts, service interruptions, and customer disputes.
- Resolve customer issues and coordinate with field operations on meter, service, and account matters.
- Monitor billing accuracy, responsiveness, and collection performance.

4. Office Operations and Improvement

- Manage daily office workflow, staffing, correspondence, records, administrative purchasing, and service-provider coordination.

- Document critical processes and cross-train personnel to preserve continuity and reduce dependence on any one employee.
- Assess processes for improvement, automation, or elimination based on service quality, cost, and risk.
- Investigate technology and vendor options; obtain comparative information on cost, scope, exclusions, implementation, and support; present reasoned recommendations to the General Manager.
- Implement approved improvements, train employees, and track results.

Decision Rights and Reporting

The Office Manager directs routine administrative work and makes recommendations concerning staffing, vendors, procedures, and technology. The General Manager participates in hiring, termination, formal evaluations, and recommended raises and promotions; retains final management authority over these decisions, major expenditures, and contracts, subject to Board policies. The Office Manager evaluates alternatives and supports contract execution but does not independently commit the Authority to material contracts.

Required Competencies

Practical financial literacy and internal controls; employee supervision and HR administration; customer-service leadership; proficiency with modern office and business software (ERP); analytical vendor evaluation; written and verbal communication; confidentiality; independent initiative; sound judgment and integrity.

Education and Experience

Bachelor's degree in a relevant business discipline preferred; equivalent relevant experience considered. Progressively responsible administrative management and supervisory experience required. Public utility, governmental, payroll/benefits, and business systems improvement experience preferred.

Performance Measures

Performance will be assessed through billing and transaction accuracy, timely administrative processing, effective internal controls, staff development and accountability, customer service outcomes, documented procedures, and demonstrable process improvements. Specific measures will be established by the General Manager.

General Provision

This description summarizes principal duties and is not exhaustive. Duties may be adjusted as Authority needs evolve. Classification and compensation are subject to final review and approval.