

Russell County Water Authority Office Manager — Job Posting

Location: Russell County / Phenix City, Alabama | Full-time | Reports to: General Manager

Proposed annual salary range: \$72,800–\$85,000, depending on qualifications and experience; subject to approval.

Russell County Water Authority (RCWA), a public water utility serving approximately 6,000 customers with 15–20 employees and an annual budget of approximately \$4 million, seeks an Office Manager to lead its administrative functions. The position combines hands-on management, personnel leadership, financial administration, and the ability to evaluate and improve established business processes.

Primary Responsibilities

- Lead and supervise office, customer service, and billing personnel; establish performance expectations, coordinate training, and address workplace issues.
- Administer human resources functions including personnel records, payroll coordination, employee benefits, retirement, recruitment, onboarding, and evaluations.
- Oversee accounts payable, accounts receivable, customer receipts, financial documentation, and administrative internal controls; coordinate with outside accounting professionals.
- Ensure timely and accurate utility billing, collections, account administration, and professional resolution of customer concerns.
- Coordinate administrative functions with field operations and the General Manager and document essential processes.
- Assist in the management of Russell County Sewer Authority, a management company responsible for the collection of sewer to approximately 100 customers, accounts payable, and accounts receivable.

Qualifications

- Bachelor's degree in business administration, accounting, finance, management, human resources, or related field preferred; equivalent relevant education and experience considered.
- Demonstrated experience in office or business administration, financial processes, personnel supervision, and customer-facing operations.
- Strong analytical, communication, organizational, and technology skills; sound judgment, confidentiality, and commitment to public service.
- Five or more years of progressively responsible experience, and public utility or governmental experience (preferred but not required).

Application

Submit a résumé, cover letter, and professional references to sdearing@rcwsa.com, or hand deliver to our office located at 4109 Sandfort Rd, Phenix City, AL 36869. RCWA is an Equal Opportunity Employer.