

# Breezy Hill Water & Sewer Co., Inc.

## Office Manager Job Description

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### Position Title: Office Manager

**Reports To:** General Manager

**Location:** Graniteville, South Carolina

**Status:** Full-Time

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### Position Summary

The Office Manager oversees the administrative, financial, and customer service functions of the utility, serving approximately 9,000 water and sewer customers. This position ensures accurate billing, financial accountability, regulatory compliance, and effective coordination between office staff and field operations. The Office Manager plays a critical role in supporting the mission of a non-profit utility while maintaining high standards of customer service and operational efficiency. This position reports directly to the General Manager and will be expected to assist the General Manager as needed.

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### Key Responsibilities

#### Administrative Management

- Supervise and coordinate daily office operations and staff.
  - Develop and maintain office procedures, workflows, and internal controls.
  - Maintain official records, reports, and documentation in compliance with regulatory requirements.
  - Prepare board meeting agendas, packets, and minutes.
  - Facilitate communication between office personnel, field staff, water treatment personnel, and management.
  - Give annual employee reviews with achievable goals and measurable expectations. Able to review past performance and grade accordingly.
  - Assist the General Manager with Administrative tasks as needed.
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## **Customer Service & Billing**

- Oversee and perform all customer service functions, including account setup, service requests, and complaint resolution.
  - Ensure accurate monthly billing for water and sewer services.
  - Administer and maintain utility billing software.
  - Manage collections, delinquent accounts, payment arrangements, and service disconnections/reconnections.
  - Monitor usage trends and assist with leak detection notifications and customer inquiries.
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## **Financial Administration**

- Oversee and perform accounts receivable, accounts payable, and daily cash reconciliation as necessary.
  - Process deposits, payments, and bank reconciliations.
  - Assist with preparation of annual budgets and monthly financial reports.
  - Maintain records to support audits and financial reviews.
  - Assist with all annual audit requirements.
  - Coordinate with auditors, accountants, and financial institutions.
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## **Regulatory Compliance & South Carolina Requirements**

- Ensure compliance with regulations from the South Carolina Department of Environmental Services (SCDES) (formerly DHEC), including drinking water and wastewater reporting.
  - Assist with sanitary survey preparation and compliance inspections.
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## **USDA & Funding Compliance**

- Manage reporting requirements for CoBank, USDA Rural Development loans and grants.
  - Maintain financial, operational, and compliance documentation for federally funded projects.
  - Assist in grant applications, reimbursement requests, and audits.
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## **Utility Operations Support**

- Track and manage tap fees, connection fees, and impact fees.
  - Maintain accurate records of new service connections and system growth.
  - Assist in water loss reporting and annual water audits in accordance with state guidelines.
  - Compile production, consumption, and distribution data for operational analysis.
  - Support GIS mapping and asset management systems, ensuring infrastructure records are current.
  - Maintain documentation of system assets including mains, valves, hydrants, lift stations, and sewer lines.
  - Track capital improvement projects and infrastructure investments.
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## **Human Resources Support**

- Assist with payroll processing, employee records, and benefits administration.
  - Maintain personnel files and onboarding documentation.
  - Support internal communications and employee scheduling.
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## **Office Operations & Technology**

- Manage office supplies, equipment, and vendor relationships.
  - Oversee billing, accounting, and document management systems.
  - Ensure data security, backups, and records retention compliance.
  - Maintain confidentiality of customer and employee information.
  - Work with information technology (IT) company as necessary.
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## **Qualifications**

### **Education**

- Associate's or Bachelor's degree in Business Administration, Accounting, Public Administration, or related field is preferred, but not required.
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## **Experience**

- 3–5 years of office management, administrative, or financial experience.
  - Experience with water/wastewater utilities, municipal government, or non-profit organizations preferred.
  - Experience with utility billing systems, QuickBooks and regulatory reporting is strongly preferred.
  - Experience with all Microsoft Office products, especially Word and Excel.
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## **Skills & Abilities**

- Strong organizational and multitasking abilities.
  - Excellent communication and customer service skills.
  - Proficiency in accounting, billing, and office software systems.
  - Knowledge of utility operations and regulatory compliance preferred.
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## **Salary & Benefits**

### **Salary Range**

- Depending on experience and qualifications
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### **Benefits Package**

- Employee's health and dental insurance is funded 100% by the company. Dependent and spouse coverage offered based on their eligibility of coverage elsewhere.
  - Participation in retirement plan after 1-year of employment. BHWS contributes 10%, employee may choose to contribute as well.
  - Paid time off (vacation, PTO, holidays)
  - Life and disability insurance options are available.
  - Professional development and training opportunities are available.
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## **Work Environment**

- Office-based position with frequent interaction with customers and staff.
  - Out-of-office field tasks are sometimes involved but are very minimal.
  - Attendance at monthly evening board meetings may be required.
  - Out-of-town training conferences may be required.
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## **Key Competencies**

- Leadership and team management
- Financial accuracy and accountability
- Customer service excellence
- Regulatory compliance awareness
- Attention to detail and organization

This Notice is not intended to be an all-inclusive list of duties, knowledge, skills and abilities required to do the job. This is intended only to describe the general nature of the job, and other essential job duties may be assigned as deemed necessary. Breezy Hill Water & Sewer Co., Inc. is an Equal Opportunity Employer and does not unlawfully discriminate based on race, religion, color, political affiliation, disability, national origin, genetic information, sex (including pregnancy, childbirth, or related medical condition), or age.