



**TOWN OF MARS HILL
VACANCY ANNOUNCEMENT**

DATE: March 1, 2026

ANTICIPATED VACANCY

THE TOWN OF MARS HILL, N.C. is seeking a qualified individual for the following position:

TITLE: Utility Billing Specialist – Water/Administration Department
Full Time Position

DESCRIPTION: Under limited supervision, the employee is responsible for managing utility billing processes, maintaining customer account, processing payments, and providing professional, courteous, and responsive customer service related to water and sewer services, and other administrative duties as assigned. This role includes extensive public contact both in person and over the phone, working closely with utility customers, staff across departments, and vendors. Assist customers in setting up, transferring, or closing utility accounts, collect fees and payments, verify ID and documentation, generate service orders, communicate service updates and account details with utility field crews, resolve concerns regarding billing discrepancies, possible leaks, or meter issues, support monthly billing processes, including penalties and disconnect notices, generate reports and assist with utility billing analysis for management. The position provides administrative and financial support to other administrative team associates in processing accounts payable, other finance and town hall administrative functions as needed.

DESIRABLE KNOWLEDGE, SKILLS, & ABILITIES

- Strong organizational skills and attention to detail
- Excellent verbal and written communication skills
- Proficiency in Microsoft Office (Word, Excel, Outlook), and utility billing systems (e.g., Southern Software)
- Ability to manage sensitive customer interactions with professionalism and tact
- Skilled in processing financial data and preparing reports
- Capable of working independently and collaboratively in a team environment
- Comfortable handling a variety of office equipment and multitasking in a dynamic setting

QUALIFICATIONS: Graduation from community college or higher preferred. High school diploma is required. The ideal candidate will bring strong interpersonal skills, sound judgment, and a high level of accuracy in handling financial transactions and data entry, possessing considerable experience in customer service, billing, accounting, or related roles. Must possess a valid NC operator's license and willing and able to obtain other related certifications and licensures as may be required after hire. Must be able to be bonded.

SALARY: \$18.00 – 22.00 per hour/Depending on Qualifications. Additional generous benefit package.

TO APPLY: Submit a Mars Hill Application and resume to the Mars Hill Town Manager, 280 N. Main Street, PO Box 368, Mars Hill, NC 28754. Applications are available in the Administration Office located at the Mars Hill Town Hall and on the Web at www.townofmarshell.org.

CLOSING DATE: March 16, 2026, or until filled

Equal Employment Opportunity Employer