

Lead Satellite Services Assistant

\$30,685 / year or higher DOQ + [Full-Time County Benefits](#)

James City County Satellite Services Office seeks an individual to perform experienced work overseeing daily operations and providing general information and services requested by the public relating to County departments and the Department of Motor Vehicles.

Responsibilities:

- Serve as lead worker in providing operational oversight; perform general office management duties such as monitoring and ordering office supplies, update and maintain monthly workload indicators and quarterly Performance Summaries; evaluate and recommend modifications to work procedures and methods to ensure quality, effectiveness, and efficiency of operations.
- Oversee cash control; close out registers, count money, generate and complete daily reports, deposit money collected, and forward documentation to proper department for appropriate action.
- Act as a liaison to the Information Technology Department; assist with the design and monitoring of the division web pages.
- Assist in preparing and monitoring the division's annual budget.
- Distribute, collect, and route various applications for appropriate action.
- In the absence of Satellite Services Administrator, schedule and distribute workload among Satellite Services Assistants; serve as liaison between Satellite Services and Treasurer's Office, Commissioner of Revenue's Office, Division of Code Compliance, Division of Parks and Recreation, James City Service Authority, Department of Motor Vehicles, and other County divisions/departments coordinating information and problem solving.

Requirements:

- Any combination of education and experience equivalent to an Associate's Degree and considerable experience in a multi-functional office setting.
- Must possess a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction; automated and manual record keeping and bookkeeping/accounting principles and practices; knowledge of standard office equipment.
- Skill in use of computer software, especially Microsoft Office Suite.
- Ability to establish and maintain effective working relationships with County personnel, contractors, and the general public; and, ability to communicate effectively both orally and in writing.

Accepting applications until 11:59 pm EST 02/16/2018. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>