



BUSINESS OPERATIONS SUPERVISOR

Town of Culpeper

Salary Range - \$66,927.94 - \$107,084.70

The Town of Culpeper's Treasurer's Office is seeking qualified applicants for a Business Operations Supervisor.

Primary functions include: Performs professional work involving the supervision of the customer service function; administers customer-facing payment systems including credit card portals; serves as subject matter expert of customer service processes, including but not limited to payment processing and utility service applications; assists in evaluating and improving operational efficiency for the customer service function, including implementation of new technologies; maintains established internal controls; and performs related tasks as required.

Skills & Qualifications: Comprehensive knowledge of principles of Customer Service functions, electronic payment systems and ERP modules related to cashiering and customer-oriented service orders for utility services; ability to supervise the Town customer service function; ability to analyze and solve complex customer service issues; ability to reconcile customer payment activity to match bank deposits; ability to work as part of a professional team and to interact with other Town employees when dealing with technical matters; ability to take direction and to offer technical advice regarding customer service processes and payment processing systems; ability to express ideas clearly and concisely, orally and in writing, ability to plan, organize and review the work of subordinates.

Education & Experience: Any combination of education and experience equivalent to a Bachelor's degree in accounting, business administration, or related field, along with six years direct work experience in finance and/or customer service and three years' experience in a supervisory capacity.

Application and full position description are available at www.culpeperva.gov. Open until filled.

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