



TOWN OF LURAY Employment Opportunity

CUSTOMER SERVICE CLERK

Starting Salary for the position is \$34,000 or possibly higher, DOQ
Virginia Retirement System and Anthem Health Insurance Participant
(Benefits are valued at \$16,000-\$25,000 annually)

This full-time position performs clerical work involving customer service, billing, collection, and record keeping under general guidance of the Town Clerk/Treasurer. Duties and responsibilities include:

- Greet and assist the public in person, via phone, and through e-mail, providing accurate information regarding town services, billing, and policies.
- Process tax, utility, and other payments, issue receipts, and maintain accurate payment records.
- Perform data entry related to customer accounts, service requests, and payments.
- Accounting for checks, credit cards, and cash to reconcile end of day reports.
- Prepare and mail invoices, statements, and delinquency notices.
- Maintain filing systems and ensure records are up to date and properly archived.
- Assist in the preparation of reports, correspondence, and other documents as needed.
- Coordinate with other employees and departments to resolve customer inquiries and service issues.
- Perform general office duties such as filing, copying, mailing, and ordering supplies.

Qualifications:

- High school diploma or GED; post-secondary coursework in business or accounting is a plus.
- Previous experience in customer service, billing, or clerical work required.
- Proficiency in Microsoft Office Suite and basic accounting software.
- Strong communication, organizational, and interpersonal skills.
- Ability to handle confidential information with integrity.
- Attention to detail and accuracy in data entry and record keeping.
- Must be able to work regular hours, Monday through Friday, 8:00am- 5:00pm daily.

This position is full-time with benefits and has a three (3) month probationary review period. Starting salary is based on experience and qualifications. This position is Non-Exempt, and eligible for overtime or compensatory time. The Town of Luray is an Equal Opportunity Employer.

How to Apply: Submit a completed application, resume, and cover letter to the Town of Luray, PO Box 629, Luray VA 22835 or e-mail to dbabb@townofluray.com. A post-offer, pre-employment background check and drug screening may be required.

Position opened until filled. First review of applications – Monday, November 2, 2026.