



ADMINISTRATIVE SERVICES COORDINATOR

POSITION PROFILE



FIND GREAT PEOPLE
TO BUILD GREAT COMPANIES



ABOUT THE TOWN OF PENDLETON, SC

Pendleton stands at the center of South Carolina's intellectual and civic heritage. The very idea for Clemson University was sparked here, born from conversations held in Farmers' Society Hall on the Pendleton Green. This town has long been a gathering place for ideas, leadership, and progress.

Pendleton is also the birthplace of Samuel Maverick, whose name gave rise to the term "maverick," symbolizing independence, originality, and the courage to think differently. That spirit still lives here today in our commitment to thoughtful leadership, respectful debate, and a willingness to chart our own course while honoring tradition.

Hospitality defines Pendleton's character. It is found in our small businesses, our volunteers, our neighbors, and the way people genuinely look out for one another. Pendleton is a place where people are welcomed, voices are heard, and community comes first.

Pendleton's traditions bring our history to life and our community together. Each fall, our beloved Fall Festival transforms downtown with music, food, and creativity, highlighted by the whimsical scarecrows that line our streets and reflect the heart and humor of our town.

During the holiday season, Pendleton shines. Named one of the best Christmas towns in South Carolina, our European-style Christmas Market and festive celebrations draw visitors from across the region while preserving the charm and warmth that make the season special.

Pendleton is also proud of its long-standing Historic Spring Jubilee, a celebration that honors our heritage and showcases the cultural traditions that define us. Beyond our borders, we celebrate our international connection as a sister city to Stornoway, Scotland, a reminder that our small town has a global story. Above all, Pendleton is home. It is a place where families put down roots, traditions are passed on, and people invest in something larger than themselves.





POSITION SUMMARY

The Town of Pendleton is seeking an organized, people-focused, and motivated Administrative Services Coordinator to help lead our front-line administrative and customer service operations. This is an exciting opportunity for someone who enjoys improving processes, supporting a team, and making a positive impact on the community every day.

In this role, you'll serve as a key member of the Administration Department—helping ensure smooth operations, accurate billing, excellent customer service, and efficient internal coordination. If you thrive in a fast-paced government environment, enjoy problem-solving, and are ready to be a go-to resource for staff and residents, we'd love to meet you!

KEY RESPONSIBILITIES

- Supervises Customer Service Representatives, scheduling, assigning tasks, monitoring performance, and providing training and feedback.
- Assists with oversight of billing operations, including reviewing billing reports, monitoring account accuracy, and supporting staff in resolving discrepancies.
- Provides administrative and clerical support including filing, correspondence, scheduling, and data entry.
- Reviews meter data, billing entries, and customer account updates prepared by Customer Service Representatives.
- Helps ensure timely preparation and distribution of utility bills, coordinating with staff to meet billing deadlines.
- Assists with processing invoices, receipts, purchase orders, and financial documentation.
- Manages business licensing activities and entry of Hospitality Tax remittances. Monitors that businesses submit Business License Tax and Hospitality Tax in a timely manner.
- Supports reconciliation of utility billing activity with financial records.
- Supports payroll processing activities, including collecting time and verifying documentation.
- Provides customer service at the front and oversees staff handling customer concerns, payment schedules, and billing questions.
- Supports collection processes by monitoring delinquent account reports and ensuring staff follow established procedures.
- Helps maintain departmental records, databases, and document management systems
- Assists in preparing materials for audits, meetings, and departmental projects.
- Supports recruitment processes by scheduling interviews, preparing onboarding packets, and coordinating communication.



QUALIFICATIONS

Education & Experience

- Bachelor's degree in Business, Accounting, or a related field preferred.
- Three (3) years of administrative or clerical experience, including one (1) year in customer service or billing.
- Supervisory experience preferred, or an equivalent combination of education and experience.

Skills & Competencies

- Strong knowledge of office operations, data entry practices, and general accounting principles.
- Familiarity with utility or service billing processes is a plus.
- Proficiency with Microsoft Office (Word, Excel, Outlook) and Microsoft Teams.
- Ability to learn and utilize the Town's software systems.
- Excellent communication—both written and verbal.

COMPENSATION

The salary range at the time of hire is expected to be between \$58,000 - \$70,000. The salary offered will be commensurate with experience. The Town offers comprehensive benefits to compliment the salary provided to staff.

TO APPLY

Interested candidates are asked to apply through the FGP posting at <https://www.fgp.com> The application period will remain open until the position is filled. Applications will be reviewed on an ongoing basis by the FGP team.