



JOB DESCRIPTION

Department: Finance Department / Village Hall

Location Village Hall: 21801 Torrence Ave

Job Title: Customer Service/Clerical Support

Classification: Hourly/Non-exempt

Job Summary

The Customer Service/Clerical Support position is the first contact for people doing business at Village Hall, greeting them and either handling their needs or directing them to the proper resources. This includes (but is not limited to) answering the telephone, greeting people walking into Village Hall and receiving mail. Public contact and cash handling experience is a plus as you'll receive and receipt payments for such things as property taxes, utility bills, licenses and permits and court obligations. In this part-time position, you'll be expected to learn day-to-day operations and cross train within the departments in the absence of the other support staff.

Essential Job Functions

- Receptionist for Village Hall Finance counter, responding to customers/residents and other constituents that come to the counter or call on the phone.
- Accept and process payments and fees at the counter or through the mail, apply appropriately within the Financial and/ or Court software programs, and balance cash drawer(s).
- Assist in maintaining court documents, correspondences, legal documents, reports, and additional municipal forms.
- Assist Court Clerk in the Issuance and/or processing of forfeiture of bonds, warrants, and writs of commitment, summons, subpoenas, citations and other court documents.
- Coordinate with Collection Agency to collect outstanding forfeitures and fines.
- Utilize data base programs and word processing packages as well as a multi-line telephone system and voice mail.
- Must be able to work effectively under stress.
- Must have good verbal and non-verbal skills.
- Must be able to organize work, manage work schedules effectively, and multi-task.
- Effectively communicate with the public and co-workers.

General Job Functions

- Receives and responds to diverse inquiries from the public, state agencies and other village departments.
- Review and proofread files, documents, and other printed material for completeness and accuracy, and corrects errors or facilitates the correction of errors.
- Receives requests, complaints and information from the public and transmits to staff and/or council to process as needed. Handles when required.
- As required, answers village phones and provides information and assistance to the public on request. Assists them by answering questions, researching records, directing them to the appropriate person or recording and transmitting messages to village staff or officials.
- Process incoming mail and faxes and distribute accordingly.
- Other duties assigned by the Finance Director.

Physical Requirements

- Essential job functions of this position require a significant amount of walking, standing, listening, communicating, sitting, transcribing, typing, and lifting and carrying a range of weight up to 20 pounds.
- Hours are Monday through Friday 8:00 a.m. to 5:00 p.m., schedule ranging part-time within shifts.

Requirements - educational, certifications and experience

- Minimum of 3 to 5 years of experience in a financial or professional office setting, municipal preferred.
- Excellent and proactive customer service and communication skills.
- Ability to efficiently and accurately count money, figure change, and issue receipts.
- Ability to accurately and correctly perform data entry and data retrieval on PC computer.
- Knowledge of modern office practices and procedures including knowledge of personal computers and software.
- Ability to concentrate for long periods of time in noisy and active environments.
- Willing to perform routine tasks with consistency and effort.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook).
- Ability to maintain a high level of confidentiality in general and as it relates to departmental information.
- Knowledge of and follow Village policies and procedures.
- Knowledge of EEO policy and show respect and sensitivity for cultural differences.
- Work with integrity and ethically uphold organizational values.
- May be required to be bondable.

Village of Sauk Village is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.