



**Part-Time Customer Service
Representative
Lindenhurst, Illinois
Population: 14,406**

**Department: Village Administration
Wage: Beginning at \$20.00/hour
Posted: 5/16/22
Deadline: Open Until Filled**

The Village of Lindenhurst, IL is seeking qualified candidates for a part-time Customer Service Representative position. The Village provides a challenging work environment that encourages, rewards, and recognizes employees for hard work, responsibility and innovation in their performance of delivering quality services and programs.

Under the direction of the Deputy Clerk/Office Manager, the position's tasks involve the performance of customer service duties and related clerical tasks required within the capacity of greeting all customers at the front desk and by phone, addressing their needs or directing them to the appropriate resource. Duties involve cash register transactions including postal activity, accounts payable, and public contact where non-technical information is provided. Work is reviewed by the Deputy Clerk and observations of results obtained. Work is largely autonomous. Candidates should anticipate 16-20 hours of work per week.

Job Summary

Greets customers at Village reception area, including telephone reception, involving considerable public contact and facilitates their specific need or request either directly or through referral to the appropriate individual or department.

Maintain general knowledge of Village ordinances commonly referred to the public including policy on lakes, streets, garbage, animals and new resident requirements.

Perform accounting duties for all Village funds through proper maintenance of the following computer systems: cash-receipt journals, disbursement journals, general journals, general ledger.

Reviews, routes and tracks all incoming invoices for goods and services received by the Village for accuracy, timely system input and subsequent issuance of payment.

Prepares monthly reports to Village Administrator, Village Board and Department Managers relating to invoices presented for payment, prepares and mails checks, performs other related duties.

Registers voters, and serves as notary public.

Acts as cashier, receiving money, making change and keeping records of receipts; provides postal services including stamp sales, registered & certified mail, disburses mail into lock boxes and processes all regular domestic mail services according to USPS guidelines.

Opens and distributes daily mail for internal routing.

Operates various office equipment including copy machine, cash register, postal scales and meter.

Qualifications

This position requires an individual to read, write, hear, and speak the English language sufficiently to effectively meet performance expectations. The position requires an individual walk, sit, stand, operate the equipment required for the position and perform the essential functions listed in this job description. The individual in this position must possess the minimum skills, knowledge and abilities required for the position.

Graduation from high school, and experience in performing general office and clerical work.

Knowledge of and one year or more experience in modern office practices and procedures, including good numerical aptitude and light typing skills.

At least one year experience in bookkeeping, purchasing, marketing and/or general office work.

Knowledge of the operation and care of calculators, copiers and related office equipment.

Possess strong interpersonal skills for meeting the public with courtesy and tact and consistency.

Possess strong verbal communication skills both in person, verbally and in-writing.

The work is primarily inside, office work with moderate noise. Outside work is very rare, but may be required in the regular performance of duties. The inside work is primarily administrative, office work where little or no physical discomforts associated with changes in weather such as rain, cold, snow, heat or discomforts associated with noise, dust, dirt and the like.

Hiring Process

- Submission of application, resume and references to mail@lindenhurstil.org.
 - Applications are available at www.lindenhurstil.org.
- Successful completion of an oral interview, medical examination and drug screening.

The Village of Lindenhurst is an Equal Opportunity Employer (EOE).