

POSITION DESCRIPTION

POSITION TITLE:	Clerical	DEPARTMENT:	Clerk's Office
GRADE LEVEL:	N/A	LOCATION:	Village Hall
FLSA STATUS:	Hourly (Non-Exempt)	UNION:	AFSCME
EEO CATEGORY:	Administrative Support	PREPARED DATE:	01/13/2022
HOURS:	8:00am – 4:30-pm with rotating late shift on Mondays		

GENERAL PURPOSE

Perform a variety of clerical and general office work which includes answering telephones, assisting the public professionally and with courtesy, providing excellent customer assistance, accurate cash handling, data processing, correspondence, recordkeeping, bookkeeping, and filing.

SUPERVISION RECEIVED

Works under the supervision of the Clerk and the Office Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are common day-to-day operations. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Answer the central phone system; direct calls to appropriate departments; respond to inquiries.
- Open/Close the Village Hall using established procedures regarding the office, the safe, and the Village Hall.
- Serve as cashier, including receipt and processing of utility payments, licensing and permit fees, and various other payments; accurately post monies to appropriate accounts. Accurately reconcile deposits, checks, cash receipts, licenses and permits, and water bills each day. Adhere to procedures and direction for the security of cash management and deposits.
- Maintain files- hard copy and Laserfiche scanning of organized computer files, prepare reports and participate in record keeping as required.
- Serve as a Notary and a Deputy Registrar.
- Receipt and process real estate transfer tax stamps and communicate with residents, contractors, attorneys or others regarding the real estate transfer tax stamp process.
- Assist residents/business owners/contractors with various inquiries, finding them the correct person/department to contact if we are unable to help.
- Receive and distribute all incoming and outgoing mail/packages; maintain proper postage levels in the postage machine.
- Operate and properly maintain all office equipment needed to perform essential job functions and responsibilities while adhering to all safety rules and practices.

PERIPHERAL DUTIES

- Crosstrain with the Building/Water Department to be able to provide back up to other positions.
- Perform other duties, tasks, and responsibilities as assigned by the Clerk or Office Supervisor.
- Follow Village of Alsip departmental safety rules and practices.

EDUCATION AND EXPERIENCE

- Working knowledge of computers and experience with Microsoft Office, which encompasses Word, Outlook, Excel, Power Point, and Publisher.
- Graduation from a high school or GED equivalent with specialized course work in general office practices, such as typing (keyboarding), filing, accounting, and bookkeeping.
- Three (3) years of increasingly responsible, related experience, or any equivalent combination of related education and experience.
- Cash handling and cashier experience preferred.
- Ability to meet deadlines, follow instructions, and complete assigned responsibilities in a timely manner without reminders.
- Thorough knowledge of business English, spelling and punctuation.
- Ability to effectively interact with the public; ability to communicate effectively verbally and in writing.
- Knowledge of the municipal government organization, policies and interrelationships between departmental functions. Specific knowledge of the Municipal Code and ordinances.
- Ability to handle stressful situations and multi-task responsibilities, along with the ability to adapt to changing priorities and to work smoothly, respectfully and cooperatively with internal and external customers.
- Ability to maintain confidential information.
- Knowledge of the safety rules and regulations that are applicable within the department related to office equipment, disaster plan and the process to handle residents and other guests during a natural disaster/fire. Responsible for complying with all Village safety rules and regulations, both written and verbal supervisory instructions.
- Bilingual preferred.

PERFORMANCE APPTITUDES

- Data Utilization – Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Human Interaction – Requires the ability to provide guidance, assistance, and/or interpretation to others, such as co-workers and the public, on how to apply policies, procedures, and standards to specific situations. Display a high degree of teamwork, customer service skills and use judgment and discretion.
- Verbal Aptitude – Requires the ability to utilize a wide variety of reference and descriptive data and information such as policies, procedures, reports, records, correspondence, forms, requisitions, vouchers, notifications, permits, invoices, and general operating manuals.
- Equipment, Machinery, Tools and Materials Utilization – Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a computer and other office machines, and/or materials used in performing essential functions.
- Mathematical Aptitude – Requires the ability to perform addition, subtraction, multiplication, and division; and to calculate percentages and decimals.

- Functional Reasoning – Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.
- Situational Reasoning – Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable or verifiable criteria.

TOOLS AND EQUIPMENT USED

- Multi-line phones; personal computer including word processing and spreadsheet software, printers, copy machine; postage machine; fax machine; 10-key adding machine, shredder, check scanner and Laserfiche scanner.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is moderately quiet.

SELECTION GUIDELINES

- Formal application, rating of education and experience, oral interview(s), reference check, background check, physical examination and job-related tests may be required.

COMPENSATION

- \$15.46/hour as determined by current Collective Bargaining Agreement

HOW TO APPLY

Interested parties should be visit the Village of Alsip website (www.villageofalsip.org) for application and submit a resume to hr@villageofalsip.org and eodonnell@villageofalsip.org. Applications and resumes can also be dropped off at the Village Hall. Please bring two copies; one for Human Resources and one for Mrs. O'Donnell.