

POSITION DESCRIPTION

POSITION TITLE:	Clerical	DEPARTMENT:	Building Department
GRADE LEVEL:	N/A	LOCATION:	Village Hall
FLSA STATUS:	Hourly (Non-Exempt)	UNION:	AFSCME
EEO CATEGORY:	Administrative Support	PREPARED DATE:	04/26/2023
HOURS:	8:00am – 4:30-pm with rotating late shift on Mondays		

GENERAL PURPOSE

Perform a variety of clerical and general office work representing the Village's Building Department, which includes answering telephones, assisting the public professionally and with courtesy, providing excellent customer assistance, data processing, correspondence, recordkeeping, bookkeeping, and filing.

SUPERVISION RECEIVED

Works under the supervision of the Building Commissioner 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.

- Greet department visitors via in-person or using a multi-line telephone system; answer or route all water/building department inquiries to the appropriate party.
- Responds to routine inquiries of complaints from residents and the public; refers non-routine, sensitive and/or complex requests to a supervisor as needed.
- Receipt building plans/blue prints and route to appropriate parties for review and fees.
- Process all building permit applications, electrical permit applications, contractor license applications, and business license applications.
- Help facilitate annual apartment annual inspections and annual business/contractor license renewals.
- Handle all resident/contractor/business owner requests including opening new accounts, changing account names, billing addresses, etc.
- Maintain files-hard copy and Laserfiche scanning of organized computer files, prepare reports and participate in record keeping as required.
- Performs other office support functions, examples of which include sorting and distributing incoming mail and posting and delivering outgoing mail; from rough notes, drafts, and brief oral instructions, typing and formatting labels, correspondence reports and other documents; distributing copies of materials; maintaining applicable Building Department records and files by filing rosters, directories, correspondence and other related material.
- Working closely with fellow Water Department Clerical staff to assist the Water Department in their day-to-day tasks when needed.
- Other duties may be required and assigned.

PERIPHERAL DUTIES

- Crosstrain with the Clerk's Office to be able to provide back up to other positions.
- Perform other duties, tasks, and responsibilities as assigned by the Building Commissioner 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.
- 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.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is required to walk, use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds with or without assistance. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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

- \$19.00/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.