

POSITION DESCRIPTION

POSITION TITLE:	Clerical	DEPARTMENT:	Water
GRADE LEVEL:	Hourly	Hours :	8:00 am to 4:30 pm
FLSA STATUS:	Non-Exempt	UNION:	AFSCME
EEO CATEGORY:	Administrative Support	PREPARED DATE:	9/9/2020

GENERAL PURPOSE

Serves as the front office representative for the Village's Water Department. Provides general information and assistance to the public; performs routine office support functions, including word processing and filing; and performs related duties as assigned.

DUTIES AND RESPONSIBILITIES

- Greet department visitors via in-person or using a multi-line telephone system; answer or route all water department inquiries to the appropriate party.
- Responds to routine inquiries of complaints from customers and the public; refers non-routine, sensitive and/or complex requests to a supervisor as needed.
- Set up final billing appointments.
- Balance previous day's water bill receipts
- Update, prepare and transmit data to and from meter reading devices
- Update, prepare and transmit data to online credit card system
- Handle all customer 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 Water Department records and files by filing rosters, directories, correspondence and other related material.
- Other duties may be required and assigned.

POSITION REQUIREMENTS

- 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; and
- Three (3) years of increasingly responsible, related experience, or any equivalent combination of related education and experience.

REQUIRED KNOWLEDGE, SKILL & ABILITY:

- Ability to meet deadlines, follow instructions, and complete assigned tasks in a timely manner without reminders.
- Thorough knowledge of spelling, punctuation, and speaking, writing, understanding and communicating in English.

DESIRED EXPERIENCE OR TRAINING:

- Ability to effectively meet and deal 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, and 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.

TOOLS AND EQUIPMENT USED

Multi-line phones; personal computer; printers; copy machine; postage machine; fax machine; 10-key adding machine; shredder; check scanner, laserfiche scanner.

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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.

SELECTION GUIDELINES:

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

HOW TO APPLY:

Interested parties should visit the Village of Alsip website for an application or submit a Resume to hr@villageofalsip.org. Resumes and Applications can also be dropped off at the Village Hall Human Resources Office.

COMPENSATION:

\$15.08/hour