

**Village of Lake Villa
Job Advertisement
Part-Time Customer Service**



JOB DESCRIPTION:

The Village of Lake Villa seeks a part-time Customer Service Representative to work in the Administrative area of the Village. The purpose of this position is to perform administrative and customer service functions.

Administrative functions will include, but not limited to compiling operational reports, updating the Village's website and social media posts, performing general clerical functions, maintaining internal files, manuals and original documents, performing copies or scanning documents and using the Village's software program to accomplish these tasks.

Customer interactions will include, but not limited to communicating with customers on utility billing inquiries, Metra parking inquiries, taking requests and answering questions regarding activities in Village parks, educating customers on Village programs, policies or ordinances and generally communicating with customers on general Village services.

Other duties include a variety of general tasks and projects as assigned. This position reports directly to the Finance Director.

QUALIFICATIONS:

Candidate must have a high school diploma or the equivalent, and one or more years of related work experience. Ideal candidate will possess a solid working knowledge of general office work, Microsoft Office, and other computer programs. After 6 months, the candidate must be able to operate web-based computer software programs used for document management, finance management and others.

Ideal candidate is energetic and dedicated to ensuring customer concerns are resolved in a courteous, professional and timely manner. The position also requires strong organizational skills, solid typing skills, good judgment, confidentiality and the ability to multi-task under time constraints. The successful candidate will have excellent written and verbal communication skills, and the ability to respond and interact with the public. This position is for approximately 14 to 16 hours per week based on a mutually agreed upon schedule. The Village hours of operation are Mon-Fri, 8:30 am to 4:30 pm; this position is required to support staff coverage between these hours as needed, and occasional scheduling flexibilities based on need.

SALARY:

\$15.00 to \$17.00 per hour. The conditional offer for the position will be subject to a successful background check including criminal history inquiry and drug test.

HOW TO APPLY:

Interested candidates should submit cover letter and resume. The recruitment will remain open until the position has been filled. The first review of resumes will be on Monday, October 14th, 2019. Please mail your cover letter and resume to lheitman@lake-villa.org.

For more information about the Village of Lake Villa, please visit our website at www.lake-villa.org.

Persons requiring reasonable accommodations under the Americans with Disabilities Act are asked to contact the Lori Heitman at 847-356-6100.