



## Position Recruitment Notification For Internal & External Candidates

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<b>Job Classification:</b>	<b>Customer Service Representative II</b>
<b>Department/Division</b>	Neighborhood Services
<b>Employment Status:</b>	Full-time
<b>Annual Salary/Grade:</b>	\$19.6645/hr. - \$30.4719/hr./Grade 3
<b>Anticipated Hiring Range:</b>	\$19.6645/hr. +/- DOQ
<b>FLSA:</b>	Non-Exempt
<b>Union:</b>	SEIU Local 73
<b>Employment Commission:</b>	N/A
<b>Deadline for Application:</b>	Posted until filled, first review January 2, 2025

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### POSITION SUMMARY:

This position provides customer service to the public by providing a variety of responsible and difficult customer service and receptionist work including high volume telephone traffic; and performs the more difficult and complex customer service duties depending on the department including but not limited to service requests, permits, parking passes, block party permits, accounts payable processing and vehicle stickers. This role in the Neighborhood Services Department will focus on customer service and welcoming as the primary person staffing the Village Hall Welcome Center. This position is cross-trained with the other Customer Service Representative II's in the Village.

### DISTINGUISHING CHARACTERISTICS

This is one of the advanced journey level class in the customer service representative series. This position is distinguished from the Customer Service Representative I by the performance of more responsibility and complexity of duties assigned. Employees perform the most difficult and responsible types of duties including providing and coordinating customer support services for the department. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and cross-trained as assigned with the other Customer Service Representative II's in the Village.

### INSTRUCTIONS TO APPLICANTS:

Applicants can apply directly using the following link:

<https://secure.entertimeonline.com/ta/6141780.careers?ApplyToJob=688099969>

For additional information on the position visit our website at <http://www.oak-park.us/jobs>. Applications and resumes may also be submitted by mail to: Human Resources, Village of Oak Park, 123 Madison Street, Oak Park, IL 60302; by email to: [jobs@oak-park.us](mailto:jobs@oak-park.us); or by fax to: 708-358-5107. The Village of Oak Park offers a highly competitive benefit package including but not limited to a retirement plan, deferred compensation program, social security, medical, dental, vision & life insurance, flexible spending accounts, vacation and sick leave.

The Village of Oak Park is an Equal Employment Opportunity Employer committed to a diverse workforce and strongly encourages applications from candidates of color.



## CUSTOMER SERVICE REPRESENTATIVE II

**Union:** SEIU

**FLSA:** Non-exempt

**Pay Grade:** 3

**Hours:** 37.5 per week

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION**

The position provides customer service to the public by providing a variety of responsible and difficult customer service and receptionist work including high volume telephone traffic; and to perform the more difficult and complex customer service duties depending on the department including but not limited to service requests, permits, parking passes, block party permits, accounts payable processing and vehicle stickers. This position is cross-trained with the other Customer Service Representatives II's in the Village.

### **DISTINGUISHING CHARACTERISTICS**

This is one of the advanced journey level class in the customer service representative series. This position is distinguished from the Customer Service Representative I by the performance of more responsibility and complexity of duties assigned. Employees perform the most difficult and responsible types of duties including providing and coordinating customer support services for the department. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and cross-trained as assigned with the other Customer Service Representative II's in the Village.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from supervisory or management staff.

May provide training regarding job process and procedures.

**EXAMPLES OF DUTIES** - Essential and other important duties and responsibilities may include, but are not limited to, the following:

#### **Essential duties and responsibilities**

1. Ensure that best in class customer service is provided to both internal and external customers and also embrace, support, and promote the Village's core values, beliefs, and



## CUSTOMER SERVICE REPRESENTATIVE II

2. Initiate and answer telephone calls or emails; take and deliver telephone messages; respond to general request and inquiries from the public; provide routine information and give directions.
3. Greet individuals visiting Village Hall or Public Works; provide a high-level of customer service and information and direct individuals to appropriate department and/or official
4. Apply the appropriate departmental policies and procedures in determining completeness of service requests, permits, applications, records, or reports as required. Including the creation of service requests as needed
5. Provide information and forms to the public.
6. Assist in the completion, collection and processing of forms and information related to all service requests or work orders, permits, passes, vehicle stickers and other functions as needed.
7. Type, proofread and word process a variety of documents including general correspondence, meeting minutes, agendas, reports, memoranda, and statistical charts from rough draft, recordings or verbal instruction, prepare accounts payable and purchase order requisitions.
8. Perform a wide variety of general clerical work within the including the maintenance of accurate and detailed call logs or other logs and records, verification of accuracy of information, researching of discrepancies, and recording of information.
9. Act as receptionist, answer the telephone or emails and wait on the general public, providing information on departmental and Village policies and procedures as required.
10. May receive and issue receipts for the payment of Village fees; schedule and reserve the use of Village facilities by members of the public; prepare invoices and maintain billing records.
11. Operate a variety of office equipment including copiers, facsimile machines, and computers; input and retrieve data and text; organize and maintain disk storage and filing.
12. Compile information and data for statistical and financial reports; maintain a variety of statistical records; check and tabulate statistical data.

### **Other important responsibilities and duties:**

1. Contact the public and outside agencies in acquiring and providing information.



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2. Prepare and input payroll; verify and review materials for completeness and conformance with established regulations and procedures.
3. Order, received and organize office materials and supplies.
4. Receive, sort and distribute incoming and outgoing correspondence and mail or bulk mailings.
5. Perform related duties and responsibilities as required.

### QUALIFICATIONS

#### Knowledge of:

- Operations, services and activities of an assigned department or office.
- Village organization, operations, policies and procedures.
- English usage, spelling, grammar and punctuation.
- Modern office procedures, methods and computer equipment.
- Microsoft Office including Word, Excel, Outlook, and Windows XP in order to work with word processing spreadsheets, email, and scheduling software applications.
- Fundamental principles of procedures of record keeping.
- Mathematical principles and procedures applicable to essential job duties.
- English usage, spelling, grammar, and punctuation.
- Principles and procedures of records keeping.

#### Ability to:

- Ensure the best in class customer service is provided to both internal and external customers and also embrace, support, and promote the Village's beliefs, and culture.
- Correctly interpret and apply the policies and procedures of the function to which assigned.
- Perform complex customer service, receptionist and clerical work including maintenance of appropriate records and compiling information for reports.



## CUSTOMER SERVICE REPRESENTATIVE II

- Provide training and lead supervision to staff involved in general customer service rep I work.
- Type or word process at a speed necessary for successful job performance.
- Work independently in the absence of supervision.
- Operate a variety of office equipment including a computer.
- Effectively and efficiently use the computer systems within the department. Including but not limited to the parking permit system, parking pass system, vehicle sticker system, and parking citation system. Perform mathematical calculations quickly and accurately.
- Respond to requests and inquiries from the general public.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Work overtime as operations require.
- Establish and maintain interpersonal skills in the workplace to effectively communicate and interact with others.
- Maintain reasonable and predictable attendance

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- Sitting for extended periods of time
- Operating assigned equipment.

Maintain effective audio-visual discrimination and perception needed for:

- Making observations
- Communicating with others
- Reading and writing
- Operating assigned equipment

### **Experience and Training Guidelines**

**Experience:** Two years of responsible professional clerical experience including public contact. **AND**



## CUSTOMER SERVICE REPRESENTATIVE II

**Training:** High School diploma or equivalency to the completion of the twelfth grade. Some specialized clerical training is desirable.

### **WORKING CONDITIONS**

Work in an office environment; sustained posture in a seated position and prolonged periods of typing.

### **Diversity Equity & Inclusion Statement**

The Village of Oak Park commits itself to diversity, equity and inclusion by recognizing that creating a mutually respectful, multicultural and equitable environment does not happen on its own, it must be intentional. This includes providing equal opportunities for everyone regardless of race, ethnicity, gender identity, sexual orientation, religion, ability, military or veteran status or any other characteristics.