



**VILLAGE OF HOFFMAN ESTATES
JOB DESCRIPTION
CUSTOMER SERVICE REPRESENTATIVE –
CLERK'S OFFICE**

EFFECTIVE DATE: 01/30/2023

DEPARTMENT: Village Clerk's Office	WORK LOCATION: Village Hall		FLSA STATUS: Non-exempt
CLASS CODE: 2201	RANGE: 9	PENSION: IMRF	UNION: NU
REPORTS TO: Village Clerk and Deputy Village Clerk	LEVEL OF SUPERVISION RECEIVED: Direct Supervision		LICENSE/CERTIFICATES: Valid Illinois Class D Driver's License. Must have or obtain Certification as Notary Public and Passport Agent.

SUMMARY:

Performs a variety of clerical and general office work which includes answering phones, data entry, typing, filing and record keeping for the Village Clerk's office.
Responds to and interacts with residents, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Answers incoming calls and inquiries from residents, business owners, employees and other agencies received in person, telephone, email or fax and ensures that questions and requests are addressed.	Daily 50%

2.	Indexing of contract agreements and plats.	Monthly 10%
3.	Uses computer to produce records, reports, forms, correspondence, follow-up letters and similar material from handwritten drafts and draft revisions.	Weekly 20%
4.	Prepares ordinances and resolutions for binding. Scans ordinances and resolutions.	Weekly 20%
5.	Prepares welcome packets for new residents. Maintains Village business directory.	Monthly 10%
6.	Copies, faxes, maintains inventories and orders office supplies	Daily 30%
7.	Maintains filing system of records, forms and similar material according to the established file classification systems. Files and retrieves material. Converts records and reports to Laserfiche.	Daily 30%
8.	Provides support to the Clerk and Deputy Clerk by assisting at front counter with passport processing, voter registration, Freedom of Information Act requests, notarization, payment processing and other customer services.	Daily 30%
9.	Maintains Clerk's annual report data.	Monthly 10%
10.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily

JOB NO.	OTHER RELATED DUTIES
1.	Assist Deputy Clerk in various projects.
2.	Assist Village Clerk when Deputy Clerk is unavailable.
3.	Follows Village-wide and departmental safety rules and practices.
4.	Performs other duties, tasks, and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES: (Select one – required)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. *(List specific responsibilities below)*

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D.)

Degree or coursework should be in...

<i>Enter degree or coursework here</i>
--

Experience Level (Select one - required)

- No prior experience or training required
- Six months to one year related experience **1 yr. prev. customer service or clerical exp. preferred**
- One to two years related experience
- Two to four years related experience
- Four to ten years related experience

Additional Experience (Select as appropriate)

- Experience in supervisory capacity...
- Experience in management capacity...
- Must meet the requirements as set by the Fire & Police Commission

<i>Enter number of years required here</i>
<i>Enter number of years required here</i>

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software
- Specialized applications:

Entry Level Knowledge

<i>Word, Excel, Laserfiche</i>

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills** Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.

- Intermediate skills** Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.

- Advanced skills** Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.

- Business skills** Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.

- Specialized skills** Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

Fluency in foreign language skills is:
A Plus

Ability to speak and/or read, write and comprehend.

- Preferred
- Required

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

PROFICIENCY IN:

- Minimum keyboarding skills of 35 wpm, corrected
- Minimum data entry skills of 7,000 kph, corrected

WORKING KNOWLEDGE OF:

- Basic office practices and procedures.
- Business English.
- Spelling, grammar, and basic math.
- Basic to intermediate knowledge of Microsoft Word and Excel preferred.
- Working knowledge and proficiency utilizing Laserfiche a plus.

ABILITY TO:

- Communicate effectively verbally and in writing with employees and the public.
- Work independently.
- Maintain filing system.
- Understand and follow oral and written instructions.
- Learn repetitive tasks in a reasonable length of time.
- Serve internal and external customers in a competent and professional manner.
- Prepare and record data.
- Accurately proofread correspondence, correctly using grammar, punctuation and spelling.
- Obtain passport agent certification.
- Obtain Notary designation
- Receive and process payments.
- Must be available to work on Saturday mornings

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 job with or without reasonable accommodations.

(mark all 17 activities)

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	_____	<u>X</u>	_____
Walks	_____	_____	<u>X</u>	_____
Sits	_____	_____	_____	<u>X</u>
Uses fingers in a repetitive motion	_____	_____	<u>X</u>	_____
Uses hands to grasp, finger, handle, or feel	_____	_____	<u>X</u>	_____
Reaches with hands and arms above shoulder	_____	<u>X</u>	_____	_____
Climbs or balances	_____	<u>X</u>	_____	_____
Twists or turns	_____	<u>X</u>	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	_____	<u>X</u>	_____
Pulls, pushes, or carries	_____	<u>X</u>	_____	_____
Talks or hears	_____	_____	_____	<u>X</u>
Tastes or smells	<u>X</u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	<u>X</u>	_____	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	_____	<u>X</u>
Lifts or move 10 to 20 pounds (light)	_____	<u>X</u>	_____	_____
Lifts or move 20 to 50 pounds (moderate)	<u>X</u>	_____	_____	_____
Lifts or move 50 to 100 pounds (heavy)	<u>X</u>	_____	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

- _____ Absence of color blindness
- _____ Corrected vision of...
- _____ Uncorrected vision of...

Enter specific vision requirement here
Enter specific vision requirement here

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

<u>Environmental Conditions</u>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	<u> </u>	<u> </u>	<u> </u>	<u> X </u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Works near moving mechanical parts	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Works in high precarious places, underground, or confined spaces	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Flying debris or airborne particles	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Fire, smoke, fumes, gases, or noxious odors	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Risk of electrical shock	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Works with explosives or risk of radiation	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Vibration	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Extreme illumination	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Low noise level (Normal voice tones)	<u> </u>	<u> </u>	<u> </u>	<u> X </u>
Moderate noise level (Raised voice levels)	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
High noise level (Shouting/ear protection may be needed)	<u> X </u>	<u> </u>	<u> </u>	<u> </u>

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:


Department Director

Reviewed Approval:


Human Resources Management Director

Approved:


Village Manager

Effective Date: _____

Revision Date: _____