



VILLAGE OF HOFFMAN ESTATES JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE – FRONT COUNTER

EFFECTIVE DATE: 04/01/2023

DEPARTMENT: Development Services/Finance Departments	WORK LOCATION: Village Hall	FLSA STATUS: Non-exempt
CLASS CODE: 2200	RANGE: 9	PENSION: IMRF
REPORTS TO: Customer Service Supervisor	LEVEL OF SUPERVISION RECEIVED: Direct Supervision	UNION: N/U
LICENSE/CERTIFICATES: None		

SUMMARY:

Performs clerical, general and complex office work, which includes extensive customer service, both in-person and over the telephone, data entry, filing, record keeping and handling cash. Determines the accuracy of permit, license, bond and insurance submissions, and permit fees. Furnishes accurate information on license and permit requirements, general Village codes, and property maintenance. Collects fees for permits, licenses, local ordinance citations and water bills. Processes permits, licenses, parking tickets, real estate transfer stamps and performs data entry. Has considerable contact with the Village residents, contractors and the general public. Provides information and assistance both in person and over the phone. Answers the Village telephone mainline and Code Enforcement line.

Responds to and interacts with residents, contractors, 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.	Conducts customer service at the counter for residents and/or businesses regarding permits, questions, directions and cash and credit transactions. Check for completeness and compliance of all insurance certificates, licenses, bonds and applications as well as explain in detail Village requirements. Work extensively with special software programs. Receives and processes payments for various permits, licenses, water bills, ticket fines, and other miscellaneous receivables; inputs receivables information into computer.	Daily 35%
2.	Greets visitors coming to the counter; answers inquiries from the general public, other agencies and employees, received in person, by telephone, or in writing and refers, when necessary, to appropriate persons; gives street directions to residents. Answers incoming telephone calls to schedule inspections, answer general inquires and complaints from the general public, other agencies and employees or routes callers to the appropriate person.	Daily 40%
3.	Processes permits. Types and/or keyboards other records, reports, forms, correspondence, follow-up letters and similar material. Processes data for reports and records according to specific instruction, which involves tabulation, posting, extracting, calculating and verification. Processes permit applications and documents including pet tags, real estate transfer stamps, etc. Processes collection payments for ticket fines and water bills; sends out late payment notices.	Daily 20%
4.	Maintains files on transfer stamps and other information.	Daily 5%
5.	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 100%

JOB NO.	OTHER RELATED DUTIES
1.	Copies, scans and faxes documents as needed.
2.	Assists with special projects as time permits.
3.	Performs other duties, tasks, and responsibilities as assigned.
4.	Accepts CFL and fluorescent light bulbs, small electronics and batteries for environmentally safe disposal.

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 Level (Select one - required)

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.

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...

Enter degree or coursework here

Experience Level (Select one - required)

No prior experience or training required

Six months to one year related experience

One to two years related experience

Two to four years related experience

2 years related experience

Four to ten years related experience

Additional Experience (Select as appropriate)

Experience in supervisory capacity...

Enter number of years required here

Experience in management capacity...

Enter number of years required here

Must meet the requirements as set by the Fire & Police Commission

Computer Skills (Select as appropriate)

Entry and processing of data

Word Processing data

Spreadsheet software

Database software

Specialized applications:

**Microsoft Office,
Accounting/Utility Billing Software**

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
 - Preferred
 - Required
- Ability to speak and/or read, write and comprehend.

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.

Proficient in processing cash and electronic forms of payments.

Ability to balance accounts using math skills and ten key data entry.

Alpha/numeric data entry skill level of 7,000kph(corrected)

Understand and follow oral and written instruction.

Excellent customer service skills required, both in –person and over the phone. Must be able to communicate effectively verbally and in writing.

Respond to and interact with residents, employees and others within and outside the organization in a professional and effective manner.

Perform mathematical computations accurately and quickly.

Accurately enter data.

Quickly analyze data to respond to inquiries.

Set priorities and meet deadlines in a fast-paced environment with frequent interruptions.

Maintain routine filing systems.

Learn repetitive tasks in a reasonable length of time.

Establish successful working relationships with other employees, supervisors and other departments.

Read, write, speak and comprehend the English language.

Must be able to successfully pass a pre-employment background check (including credit) and drug screen, if offered the position.

Schedule requires working some Saturdays, as well as Monday – Friday.

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...

<i>Enter specific vision requirement here</i>
<i>Enter specific vision requirement here</i>

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> X </u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	_____	_____	_____
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	_____	_____	_____
Works near moving mechanical parts	<u> X </u>	_____	_____	_____
Works in high precarious places, underground, or confined spaces	<u> X </u>	_____	_____	_____
Flying debris or airborne particles	<u> X </u>	_____	_____	_____
Fire, smoke, fumes, gases, or noxious odors	<u> X </u>	_____	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u> X </u>	_____	_____	_____
Risk of electrical shock	<u> X </u>	_____	_____	_____
Works with explosives or risk of radiation	<u> X </u>	_____	_____	_____
Vibration	<u> X </u>	_____	_____	_____
Extreme illumination	<u> X </u>	_____	_____	_____
Low noise level (Normal voice tones)	_____	_____	_____	<u> X </u>
Moderate noise level (Raised voice levels)	<u> X </u>	_____	_____	_____
High noise level (Shouting/ear protection may be needed)	<u> X </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: _____