

# **JOB POSTING**

## **CUSTOMER RELATIONS SPECIALIST**

The Village of North Riverside is seeking qualified candidates for the full time position of Customer Relations Specialist. This position reports directly to the Finance Director and is an entry level customer service and support staff position.

### **DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include, but are not limited to, the following:

- Serve as Village liaison with residents, businesses and the general public to greet visitors, answer inquiries and provide general information over the phone
- Process payments of village utilities over the phone and online
- Assist residents with service questions and missed pick-ups of garbage, yard waste and recycling collections
- Coordinate and dispatch public works service requests
- Order office supplies and materials
- Oversee maintenance schedules for office equipment
- Sort and distribute village mail
- Provide administrative and data entry support for the Administration and Financial Services Department

### **QUALIFICATIONS:**

- High school diploma or equivalent
- Bilingual in Spanish
- Minimum of two (2) years experience in an office environment
- Proficient in Microsoft Suite
- Notary public required within six months of hire

Interested candidates must be extremely organized, possess strong written and verbal communication skills and demonstrate excellent customer service traits in order to promote a positive Village image, productive working environment and foster pride and professionalism within the workplace and community.

Any offer of employment is contingent upon the successful completion of a background check and drug test.

### **COMPENSATION AND BENEFITS:**

The Village of North Riverside offers a competitive salary and benefit package. Starting salary is contingent upon qualifications. Position Salary: \$35,000 - \$60,000

### **TO APPLY:**

Interested candidates must submit a completed application and resume to: The Village of North Riverside, Finance Director, 2401 S. Desplaines Avenue, North Riverside, IL 60546 or by email to [administration@northriverside-il.org](mailto:administration@northriverside-il.org).

The Village of North Riverside is an Equal Opportunity Employer. Position will remain open until filled.