



PART TIME OFFICE ASSISTANT

PURPOSE OF THE POSITION

The Township Office Assistant is responsible for providing customer support for residents who make requests or require Township services as well as general office practices.

Please return complete resumes the Lake Villa Township office at 37908 N Fairfield Rd, Lake Villa or to office@lakevillatownship.org.

RATE OF PAY

The hourly rate of pay will be \$14.00.

RESPONSIBILITIES

Provide Customer Service

- Deal directly with residents either by telephone, electronically or face to face
- Respond promptly to resident inquiries
- Process orders, forms, applications and requests
- Handle and resolve resident complaints
- Obtain and evaluate all relevant information to handle inquiries
- Direct requests and unresolved issues to the designated resource
- Communicate and coordinate with internal departments
- Follow up on resident interactions

General Office Practices

- Day to day filing
- Ensure security, integrity and confidentiality of data
- Maintain customer databases
- Keep records of resident interactions and transactions
- Maintain a safe and secure working environment
- Co-ordinate schedules, appointment and bookings
- Liaise with other agencies, organizations and groups

Perform other related duties as required

- Food pantry
- Community events

EDUCATION AND EXPERIENCE

- High school diploma with customer support experience
- Knowledge of clerical practices and procedures
- Computer skills and knowledge of Microsoft Office (specifically Word & Excel)
- Knowledge of customer service principles and practices

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent intrapersonal skills
- Attention to detail
- Self-motivated
- Proficient at multi-tasking
- Organizational skills
- Time management skills
- Honest and trustworthy
- Be adaptable
- Possess cultural awareness and sensitivity

WORKING ENVIRONMENT

Hours of work are Monday, Wednesday and Friday 8am – 4pm with limited flexibility. The Township office is located in a busy, open area office faced with regular interruptions requiring adaptability, flexibility and the ability to multi-task.

Please call the office at 847-356-2116 with any questions.