Job Title: Seasonal Office Support (Temporary)

Department: Finance

<table>
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<tr>
<th>Education Required:</th>
<th>Type of Position:</th>
<th>Hours: 40 hours/week</th>
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<td>High school diploma. College course work and/or customer service experience is desirable.</td>
<td>☑ Full-time</td>
<td>☑ Exempt</td>
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<tr>
<td></td>
<td>□ Part-time</td>
<td>□ Nonexempt</td>
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<td></td>
<td>□ Intern</td>
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<td>☑ Temporary</td>
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General Description:
Under the direction of the Director of Finance or designee, this position provides information to the general public (or directs public to proper department); answers incoming and internal telephone calls; handles over the counter cash transactions related to water billing payments, vehicle, animal, and burglar/fire alarm license sales, and real estate transfer tax stamps; performs miscellaneous related clerical duties as required.

Essential Functions of the job:
- Provides information to the general public (or directs public to proper department)
- Answers incoming and internal telephone calls
- Handles over the counter cash transactions related to water billing payments, vehicle, animal, and burglar/fire alarm license sales, and real estate transfer tax stamps
- Occasionally enters data into computer system
- Sorts mail to proper departments
- Issues receipts for sale of various items
- Issues garage sale permits
- Operates office machines and computers
- Performs miscellaneous related clerical duties as required

Safety and Risk Management Responsibilities:
All employees are expected to exercise their responsibility for employee safety and risk management. Adherence to safety requirements is considered an important measure of employee performance evaluation. Employees are responsible for complying with all established safe work rules; reporting all accidents and injuries immediately and cooperating in all accident and injury investigations by supplying full and complete information; submitting recommendations for safety and efficiency, as well as reporting defective equipment and unsafe conditions; using safety equipment provided for personal use in performing daily work assignments; only operating equipment trained and authorized to operate; providing public protection from unsafe conditions and hazards resulting from municipal work operations; and participating in special safety activities such as departmental safety committees, job safety analysis, and special training sessions. Other responsibilities with regard to employee safety are detailed in the Safety Manual under Sections 3.00 and 5.00, pages 7 and 9 respectively.
Knowledge and Skills:
Comprehensive skill, experience and knowledge in the following:
- Read, speak and understand English
- See below Competencies

Supervisory Responsibilities: This position does NOT require supervisory responsibilities.

Competencies:

**Interpersonal Skills** - Maintains confidentiality; Listens to others without interrupting; Remains open to others' ideas and tries new things.

**Ethics** - Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently. Completes administrative tasks correctly and on time. Follows instructions and responds to management direction.

**Communication** - Listens and gets clarification; Responds well to questions; Speaks clearly and persuasively in positive or negative situations. Writes clearly and informatively. Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed. Contributes to building a positive team spirit; Shares expertise with others.

**Adaptability** – Able to adapt to changes in the work environment. Manages competing demands. Changes approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events.

**Technical Skills** - Assesses own strengths and development areas; Pursues training and opportunities for growth; Strives to continuously build knowledge and skills; Shares expertise with others.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Computer Skills:** Working knowledge of Microsoft Office Products. Use personal computers, fax machines, copiers, adding machines and other equipment as technology demands.

**Other Qualifications:** Valid Illinois driver’s license.

**Travel:** Some local travel may be required of the position.

**Physical Demands:**
While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl. The employee must lift and/or move up to 25 lbs.

**Work Environment:**
The noise level in the work environment is usually moderate.