



VILLAGE OF DOLTON

Tiffany A. Henyard.....Mayor
Alison Key.....Village Clerk

TRUSTEES

Kiana L. Belcher	Tammie Brown	Andrew Holmes
Jason House	Brittney Norwood	Edward Steave

Call Center Customer Service Clerk

Description

The successful candidate must be an ambitious, self-reliant, and focused individual to perform a wide range of administrative functions that require problem solving skills under minimal direction. Must be a team player and have the ability to handle sensitive information and maintain perspective under pressure.

Duties

Responsible for handling all customer service processes. Receives and responds to phone calls and visitors and assists customers by answering questions, providing information or directing to appropriate staff members. Organizes, establishes and maintains record keeping system for department correspondence, documents, materials or records as needed. Handles personnel or other administrative forms for department and forwards for processing as needed. Assembles, distributes and collects forms, applications and general information requested by visitors and the general public. Communicates (written, verbal) to other departments to coordinate cross-department activities. Performs other related duties as assigned.

Minimum Requirements

- High School graduation or G.E.D. equivalent
- One (1) year of customer service experience
- Excellent communication skills in oral and written form
- Understand appropriate filing and recordkeeping systems
- Creative energy, ability to manage multiple assignments with an attention to details
- Ability to work individually and as a member of a team

How to Apply

Interested applicants should submit resume to Janice Johnson at Village of Dolton, Village Hall, 14122 Martin Luther King Dr. or email resume to: jjohnson@vodolton.org.

Employment applications can be found on the Village of Dolton's website www.vodolton.org