



VILLAGE OF GLENCOE JOB DESCRIPTION

www.villageofglencoe.org/staffportal

Job Title: Customer Support Specialist

Salary Grade: 1

FLSA Status: Non-Exempt (Eligible for Overtime)

Date Reviewed and Approved: September 2024

Section 1: Job Scope

Job Purpose

The Customer Support Specialist serves all departments of the Village as primary point of contact for initial customer service inquiries over the phone, in-person at Village Hall and through General email inquiries. The Customer Support Specialist answers the Village's main telephone line and triages calls, providing answers when possible or redirecting the call as appropriate. The Customer Support Specialist receives and greets in-person customers at Village Hall, responds to questions or connects customers with another staff member who can provide additional information, and performs cashiering work. The Customer Support Specialist may be assigned administrative support work by the Administration and Finance Department and assists with special customer service projects in various departments as assigned. The Customer Support Specialist will likewise monitor Freedom of Information Act requests received online and in-person and coordinate responses with the respective department.

Supervision

Reports to: Assistant Village Manager

Supervision Responsibilities: None

Essential Functions

- Provides outstanding customer service.
- Receives and greets customers at Village Hall with enthusiasm and professionalism, answers the Village's main telephone line, responds to e-mails from the Village's general information and Freedom of Information Act Officer inbox's, retrieves and responds to the Village's general voicemail.
- Answers questions from customers to the greatest extent possible and assists with connecting the customer with other Village staff or outside organizations when necessary to provide information or assistance.
- Performs cashiering and payment processing for a variety of payments accepted at Village Hall, maintains an accurate cash drawer by using proper cash handling procedures.
- Sorts and distributes mail at Village Hall.
- Performs general administrative support work, such as filing, ordering supplies, creating purchase requisitions and processing invoices for payment, posting information to the Village's website, fulfills Freedom of Information Act requests; may be required to assist with administrative support during emergencies.
- Assists with seasonal customer service projects in various departments or other special projects as assigned.
- Performs other duties as assigned.

Minimum Qualifications

- **Formal Education:** High school diploma or equivalent, or equivalent combination of education and work experience
- **Related Work Experience:** Less than one year

- **Professional Certifications or Licenses:** None
- **Driver's License Required:** No
- **Specialized Knowledge, Skills and Abilities:**
 - Strong customer service skills
 - Strong attention to detail
 - Ability to acquire and apply thorough knowledge of Village and department policies and procedures.
 - Ability to communicate effectively orally and in writing
 - Ability to exercise sound judgment in carrying out assignments and applying Village policies.
 - Strong technology skills including the use of a personal computer, tablet device, smart phone and associated software programs, including word processing, desktop publishing, spreadsheet and data base software; phone; copy machine; fax machine and other modern office technology.

Section 2: Working Conditions

Work Location and Shift Assignment

- **Primary Work Location:** Office work only
- **Secondary Work Location:** N/A
- **Normal Shift Assignment:** Monday-Friday daytime, rarely assigned evening or weekend work

Environmental Factors¹

Heat: Rarely	Humidity/wetness: Rarely
Cold: Rarely	Dim or bright lighting: Never
Respiratory hazards: Never	Odors: Never
Dust and particles: Never	Other: Choose an item.
Noise and vibration: Rarely	Other: Choose an item.

Health and Safety Demands¹

Demand	Examples
Mechanical hazards: Never	
Chemical hazards: Never	
Electrical hazards: Never	
Fire hazards: Never	
Explosives: Never	
Toxic agents: Never	
Violence: Never	
Other: Choose an item.	
Other: Choose an item.	

Non-Physical Demands¹

Demand	Examples
Time pressure: Frequently	Completing assigned tasks, project deadlines
Emergency Situations: Rarely	Weather events, storms, snow/ice operations
Frequent Change of Tasks: Frequently	Responding to citizens, managing multiple projects, adjusting to changes in project prioritization
Irregular or Changing Work Schedule: Rarely	Providing administrative support during Village emergencies; staffing evening meetings
Ability to Perform Multiple Tasks: Frequently	Managing multiple projects, customer service
Work Cooperatively in Team: Frequently	Collaborate with staff in all departments
Work Independently: Frequently	Completing assigned projects
Manage Deadlines: Continuously	Completing assigned projects
Detail-Oriented Work: Frequently	Maintaining files and records
Noisy/Distracting Environment: Occasionally	Office environment
Other: Choose an item.	

¹ Frequency Description:

Continuous – More than 2/3 of time

Frequently – 1/3 to 2/3 of time

Occasionally – Up to 1/3 of time

Rarely – Up to one hour per week

Never – Not expected

Physical Demands

The following physical demands are required of the position, with or without a reasonable accommodation.

Demand	Examples
Standing: Occasionally	In office
Sitting: Frequently	At work station
Walking: Frequently	Moving about the office
Kneeling: Rarely	Reaching storage areas
Crouching: Rarely	Reaching storage areas
Crawling: Rarely	Reaching storage areas
Climbing: Rarely	Reaching storage areas
Bending/Twisting: Rarely	Moving objects
Balancing: Rarely	Working on uneven surfaces
Lifting: Up to 10 pounds at a time	Materials, supplies, tools
Carrying: Up to 10 pounds at a time	Materials, supplies, tools
Pushing/pulling: Up to 10 pounds at a time	Materials, supplies, tools
Reaching: Rarely	Overhead storage areas
Handling Objects: Frequently	Hand tools, materials/parts
Fine Dexterity: Frequently	Computer
Vision/Seeing: Continuously	Using computer, reading documents
Hearing: Continuously	Communicating with employees and customers
Talking: Continuously	Communicating with employees and customers
Using Foot Controls: Never	
Using Hand Controls: Frequently	Operating computer, telephone
Other: Choose an item.	
Other: Choose an item.	