CITY OF NORTHLAKE

NOW HIRING – FULL TIME OFFICE CLERK

Hourly Rate: $20.00–$22.00 Depending on Qualifications

Our busy and energetic office is looking for a motivated, dependable individual with drive and ambition to join our team! The ideal candidate will be organized, customer-service oriented, computer savvy, and willing to take initiative while assisting with a variety of administrative duties.

This position is an important part of our daily operations and serves as one of the first points of contact for residents, visitors, and vendors entering City Hall. We are looking for someone who enjoys working with the public, can multitask in a fast-paced environment, and is always willing to lend a helping hand to other departments.

KEY RESPONSIBILITIES

The Front Office Clerk is responsible for creating a welcoming environment by greeting residents and visitors entering City Hall in a professional and courteous manner. Responsibilities include answering the main City telephone line, responding to general inquiries regarding City services and community programs, and directing callers to the appropriate online resources or department personnel for assistance.

Additional responsibilities include, but are not limited to:

- Provide exceptional customer service to residents, visitors, and vendors.
- Answer incoming telephone calls, direct calls, and provide information regarding City services and programs.
- Accept and process payments for various municipal services.
- Operate and balance the cash register, close out daily receipts, and maintain accurate cash-handling records.
- Assist the Building Department with processing and issuing over-the-counter permits.
- Provide administrative support to the Water Department, and other City departments as needed.
- Perform official notary duties.
- Process incoming and outgoing mail and deliveries.
- Maintain the reception area and ensure forms, applications, and informational materials are organized and stocked.
- Maintain office supply inventory and ensure supplies are adequately stocked.
- Update and maintain contact lists, directories, and other administrative records.

- Perform general clerical duties, including filing, scanning, copying, data entry, and document preparation.
- Identify and recommend improvements to existing office procedures and daily processes to increase efficiency and productivity.
- Perform other administrative duties as assigned.

PREFFERED QUALIFICATIONS

- Bilingual Spanish-speaking skills strongly preferred.
- Previous office, administrative, or customer service experience preferred.

KNOWLEDGE & SKILLS

The ideal candidate will be dedicated to providing excellent customer service in municipal government, with a strong focus on meeting the needs of residents and supporting City operations.

Candidates should possess the following:

- High school diploma or equivalent required.
- Proficiency in Microsoft Office, including Word and Excel.
- Strong computer skills and the ability to learn new software and financial systems.
- Excellent verbal and written communication skills.
- Ability to interact professionally and courteously with residents, vendors, and City staff.
- Strong organizational, time-management, and multitasking skills.
- Excellent attention to detail and the ability to work independently.
- Ability to handle a high volume of telephone calls and in-person visitors in a professional manner.
- Self-motivated, dependable, and willing to take initiative.
- Basic mathematical skills and the ability to accurately handle payments and reconcile cash receipts.

WORK SCHEDULE

- Monday – Friday: 9:00 AM – 5:00 PM.
- Saturdays: 9:00 AM – 12:00 PM on a rotating schedule.

COMPENSATION & BENEFITS

The City of Northlake offers a competitive compensation and benefits package, including:

- Hourly Pay: $20.00–$22.00, depending on qualifications.
- Paid vacation, sick leave, and holidays.
- Comp and overtime pay.
- Medical, dental, and vision insurance.
- Illinois Municipal Retirement Fund (IMRF) retirement benefits.
- 457 Deferred Compensation Plan.
- Roth Retirement Savings Plan.

JOIN OUR TEAM!

If you are an energetic, organized, and motivated individual who enjoys working with the public and wants to be part of a team that makes a difference in the community, we encourage you to apply!

HOW TO APPLY

Please submit your resume to:

Lisette Carrera lcarrera@northlakecity.com

Position open until filled

The City of Northlake is an Equal Opportunity Employer. Employment decisions are based on job-related qualifications without unlawful discrimination under applicable federal, state, or local law. The City provides reasonable accommodations as required by law during the application and hiring process and in employment.

To request an accommodation during the application or hiring process, contact

Lisette Carrera

Human Resources

lcarrera@northlakecity.com

(708) 343-8700 Ext 4703