

# Customer Service Rep

Branch: Village Hall  
Location: Palatine, IL 60067  
Department: Community Services  
Weekly Hours: 35  
Days Worked: Mon., Tue., Wed., Thu., Fri.,  
Job Status: Full-Time  
Closes On: July 24, 2018 at 11:59 PM CST  
Status: Open until filled

[Apply Now](#)

## Application Special Instructions

The Village of Palatine seeks a full-time Customer Service Representative to provide clerical support for the Planning & Zoning, Community Services and Fire Prevention Departments. This position answers phones and assists callers. Assists visitors and provides answers to general questions. Refers complex inquiries to appropriate personnel. Maintains filing systems, enters appropriate information into permit software and appropriate databases and spreadsheets. Note taking at various Board meetings is required. Prepares agendas and packets for distribution to Board members. Prepares and distributes meeting minutes for approval.

The position requires a high school diploma or equivalent with two to three years of experience in a similar position. An associate's degree is preferred. The ideal candidate will have strong communication and customer service skills, knowledge of Microsoft Office and the ability to learn new software programs. Must be flexible to accommodate a changing work environment and have strong organizational skills. Previous municipal experience is preferred. This position reports to the Customer Service Supervisor.

This is a Monday through Friday position, 35 hours per week; however, the schedule fluctuates between 8 am to 4 pm and 9 am to 5 pm on a monthly basis. Availability for both shifts is required. The salary range for this position is \$33,740 to \$48,000.00 commensurate with the level of related experience. Full range of excellent benefits offered including participation in IMRF pension plan.

Include resume and cover letter with your application.