



CITY OF TUSCOLA, IL

JOB POSTING

The City of Tuscola is seeking qualified and motivated applicants for a full-time position in the City Administrative Department.

OPERATIONS CLERK

Qualifications

Candidates must possess a High School Diploma or GED and a valid driver's license. The ideal candidate would be cheerful and helpful, with excellent customer service skills, strong organizational skills, be accurate and manage multiple tasks at the same time. Adept with computerized technology and internet apps, including MS Excel, Word and social media and graphics apps.

Salary and Benefits

The wage range for this administrative hourly position is \$18-24 per hour. Excellent benefits include IMRF pension, holiday, personal time, comprehensive health plans, life insurance, and 457 retirement plan.

Potential for promotion within a few years exists for individual who exhibits excellence, education/experience, reliability and determination.

How to Apply/Respond:

Applications for this posting will be accepted until the position is filled. For more information or to apply, visit tuscola.org/employment . Questions or applications may be sent to info@tuscola.org.

Position will remain open until filled.

The City of Tuscola is an Equal Opportunity Employer and strives to be a welcoming and inclusive place for all. People of diverse backgrounds, veterans and those with disabilities are encouraged to apply.



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BENEFITS HIGHLIGHTS

OPERATIONS CLERK

- 13 Paid Holidays per year
- Personal Time Off (PTO) ranging from 15 days the first year of employment to 30 days after 20 years of service
- Illinois Municipal Retirement Fund- Retirement Fund- 4.5% of salary deferred from employee, City funds remainder. Provides retirement benefit after 10 years of service and 62 years of age (for Tier 2 participants). Amount of retirement based on length of service and age of employee.
- Life Insurance--\$40,000 provided by City plus annual salary amount plus refund of employee contributions provided through IMRF (provisions on length of service).
- Short Term Disability- Fully paid for up to 1 year with qualified disability (50% in first year of employment)
- Health Insurance—The City provides insurance through the State of Illinois Local Government Health Plan, with several plans to choose from. The City covers the cost of premiums for the employee and a large portion of the premiums for the dependents. The insurance plan also covers dental and vision at no additional cost.
- Funeral Leave- up to 3 days paid for certain family member's death
- Military leave, FMLA leave, Jury duty fully paid leave
- 457 plan (similar to 401K plan)

***all employees of the City of Tuscola are subject to the city's drug and alcohol policies and as such may be tested as a condition of employment and may be included in a random drug and alcohol testing program.*



CITY OF TUSCOLA, IL

JOB DESCRIPTION

OPERATIONS CLERK

Department: Administrative
Supervisor: Administrative Supervisor
Pay Status: Hourly - full time

Job Summary: The Operations Clerk shall be responsible for maintaining an informative and cheerful environment at the entry to the City Hall and/or the Water Dept walk up; handling initial questions and complaints from citizens, visitors and tourists, referring to other personnel when necessary; maintaining displays; maintaining an FAQ knowledge, collecting payments and helping resolve billing disputes; handling Community Building and Senior Center rentals; assisting with purchasing duties and assisting administrative department personnel with other administrative duties.

Primary Responsibilities/Duties

- Answering the phones and routing them to the appropriate person, taking messages or dispatching animal control, street department, and water/sewer operators depending on the situation.
- Assists with purchasing, researching items to purchase, and comparing competing quotes.
- Assists with graphics and marketing duties, including preparing event flyers and social media posts.
- Being the initial contact for citizens with complaints and questions, referring the citizens to the correct person for resolution of their issue, tracking, following up, and reporting citizen complaints to the city administrator. As such, the administrative assistant is often the first representative of the city to interact with a member of the public, and therefore, must present a positive image by maintaining high standards of professional courtesy, personal appearance, and workspace neatness.
- Responsible for timely and accurate distribution of phone messages to city personnel.
- Handles community building and senior center building rental inquiries, reservations, payments, deposits, lease agreements, host liquor liability insurance and requesting council approvals for rentals with alcohol.
- Assist the administrative department for multiple duties such as filing, mailing, data entry, mail distribution, research, surveys, supply purchasing, making coffee or refreshments for guests, managing calendars of events, and scheduling recreational facilities.

OPERATIONS CLERK (CONT.)

- Maintains key/access fob security, organization, reporting and tracking both manually and using software
- Documenting the policies and procedures of this position and maintaining them with frequent updates.
- Light office cleaning and organization
- The administrative assistant shall perform all other duties as assigned.

Skill Requirements:

- Communication - Excellent verbal, written, and listening skills. Person must display a pleasant demeanor throughout interactions with customer/visitors/others. Ability to listen to customer complaints without becoming upset or argumentative.
- Interpersonal - Courteous and polite, willing and able to assist customers with adjustments, firm but fair. Ability to maintain a friendly customer relationship while fairly and consistently enforcing City rules and procedures. Must have a commitment to follow up on complaints to ensure resolutions.
- Experience - Experience in customer relations, marketing or accounting required. Experience and demonstrated aptitude for technology programs and devices necessary
- Education - High School diploma or general equivalency diploma required. Seminar attendance or college level coursework on subject of customer relations or accounting helpful.

Technical Requirements:

- Computerized technology (familiarity and aptitude with word processing, spreadsheet programs, cloud-based graphics, social media applications, internet browsing, e-mail)
- Experience with or ability to learn basic office machines, calculator, multi-line phone system, fax machine, postage meter and copy machine.
- Accounting experience helpful

apply at tuscola.org/employment