

**HUMAN RESOURCES DIVISION**  
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**150 WEST JEFFERSON STREET**  
**JOLIET, ILLINOIS 60432-4158**

**EMPLOYMENT OPPORTUNITIES**

**JOB POSTING #:** 76-24  
**POSITION POSTED:** 11/04/2024  
**POSITION EXPIRATION:** 11/22/2024  
**TITLE:** Customer Service Representative (Clerk Typist)  
(Position Code #2045) **\*2 POSITIONS\***  
**SALARY:** This role's initial salary is \$40,680  
Full Salary Range for this position is \$40,680 - \$75,471  
(More information can be found on the last page)  
**DEPARTMENT:** Finance  
**DIVISION:** Customer Service

**TASKS OR DUTIES:** (Illustrative)

Types correspondence, documents, forms, tables, manuscripts, memoranda and statistical summaries;  
Receives telephone calls, handles complaints and makes the proper referrals on departmental matters;  
Acts as timekeeper;  
Receives and processes mail which includes payments on accounts due to the City and ascertains that funds are receipted properly and sent to the proper destination;  
Types accounting and financial statements such as accounts payable list, payrolls, vouchers, requisitions and other materials;  
Reviews simple accounts, reports and other documents for completeness, accuracy and conformity with established procedures;  
Cross-indexes and files accounts, documents and correspondence alphabetically, numerically, or by other classifications;  
Operates all office equipment and machinery including video display terminals, calculators and copiers;  
Answers telephone and gives general information in response to public or official inquiries;  
Assembles a variety of data from office records for incorporation into various reports;  
Audits and edits accounts and service files for accuracy and completeness and initiates action for correction of errors and clarification of discrepancies;  
Posts payments of bills;  
Performs incidental clerical work in connection with accounts kept, requisitions, purchase orders and invoices, posting operations performed and in checking accuracy of work;  
Reconciles new business daily and transfers to monthly report;  
Maintains files and cross indexes of delinquent utility bills;  
Receives cash and negotiable instruments for payment of bills, receipts bills and returns receipt to customer, and checks and balances cash and negotiable instruments against receipted copies of bills;  
Performs customer relations functions in giving information to the general public, and applying routine knowledge of departmental rules, regulations and procedures to interpretations made;  
Performs other related duties as required.

### **POSITION REQUIREMENTS:**

Completion of a high school education or GED equivalent;  
Ability to type from clear copy or rough draft at a rate of 40 wpm;  
Some experience in clerical/bookkeeping work;  
Good knowledge of office terminology, procedures and equipment and of business math and English;  
Some knowledge of elementary bookkeeping;  
Ability to understand and follow complex oral and written directions;  
Ability to maintain complex clerical records and prepare reports from such records;  
Ability to make minor decisions in accordance with laws, ordinances and regulations and established policies;  
Ability to make relatively complex mathematical computations rapidly and accurately;  
Good clerical aptitude and judgment, tact, and courtesy;  
Ability to establish and maintain effective working relationships with employees, City officials and the public;  
Any equivalent combination of experience and training which provides the required knowledge, skill and abilities.

### **SPECIAL REQUIREMENTS**

Must reside within the City of Joliet and/or reside within the City of Joliet within eighteen (18) months from the date of hire if the date of hire is after February 16, 2016.

### **SELECTION GUIDELINES**

Formal application; evaluation of required qualifications; oral interview, background and reference check.

The duties listed above are only illustrations of the various types of work that may be performed in the position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

A complete job description is available in the Human Resources Division

**EQUAL OPPORTUNITY/REASONABLE ACCOMMODATION EMPLOYER**

## **UNION SALARY INFORMATION**

The Clerk Typist position is a AFSCME Local 440 Union represented position which:

- Requires you to live within the City of Joliet. If you are hired for the position and do not currently live in Joliet, you have 18 months to move.
- Salary starts at \$40,680. This is not a negotiable starting salary. Step Increases are as follows:
  - After 18 months: \$56,602.00
  - After 24 months: \$59,388.00
  - After 30 months: \$62,338.00
  - After 48 months: \$66,749.00
  - After 144 months: \$69,971.00
  - After 180 months: \$72,029.00
  - After 240 months: \$75,471.00

\*Future salary amounts may change depending on yearly cost of living (January 1st) and new collective bargaining contracts