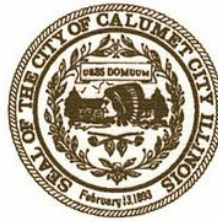


CALUMET CITY PERSONNEL & PURCHASING DEPARTMENT



Thaddeus M. Jones
Mayor, City of Calumet City

Deston Dorchack
Personnel Director

Deanne Jaffrey
Chief of Staff & City Administrator

OPEN POSITION OFFICE COORDINATOR- BILINGUAL (ENGLISH/SPANISH)

JOB SUMMARY

This position must be committed to providing excellent service and support to the residents of Calumet City, Illinois. Candidates must demonstrate sound personal awareness, which is crucial for executing proper outcomes and determinations as it relates to serving the residents of Calumet City, Illinois. Ideal candidates must possess the ability to operate with tact and confidentiality, as well as the capacity to work with other departments when needed. In addition, can navigate and problem solve under intense situations. Responsibilities (Include but not limited to) include answering telephones, directing calls and taking messages; communicating with residents, employees and other departments to answer questions, explain information and address complaints when needed; conduct intakes, communicate with residents and other departments in person, email and telephone to gather information regarding specific complaints and concerns; maintain and update filing, inventory, mailing and database systems either manually or using a computer; copy, sort and file records of office activity, business activities and any other function assigned by direct supervisor; follow up with residents and appropriate departments/agencies until issue(s) is resolved in its entirety; act as an intermediary/translator between residents and other departments; participate in staff meetings, trainings and take minutes; collaborate and assist other departments when needed; order supplies and maintain inventory; serve as representation for Mayor Jones at scheduled events as needed.

APPLICANT QUALIFICATIONS

- Commitment to public service and solutions
- Excellent communication skills both verbal and written and the ability to express empathy when needed
- Strong ability to manage detailed oriented tasks, track intricate details when dealing with residents and other departments
- Ability to collaborate with multiple agencies within municipality
- 1 year work experience (Preferred)
- Bachelor's Degree Required
- Must have U.S. citizenship

Anyone interested in the posting, please contact **Deston Dorchack** at ddorchack@calumetcity.org or **Deanne Jaffrey** at djaffrey@calumetcity.org.

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