

CITY OF CALUMET CITY



Thaddeus M. Jones
Mayor, City of Calumet City

Deston Dorchack
Personnel Director

Deanne Jaffrey
Chief of Staff & City Administrator

OFFICE MANAGER/SUPERVISOR

JOB SUMMARY

The Office Manager/Supervisor must be committed to providing excellent customer service to the residents of Calumet City, responsible for managing/supervising clerks (collection cashiers) upholding the same, while performing routine cashier and clerical functions related to the day-to-day functions of the City Clerk's office. Assist other departments, customers, residents while answering questions from the public with a professional demeanor. This position is responsible for receiving payments for fees and license applications. It requires extensive contact with the public and the handling of various cash transactions. The Office Manager/Supervisor will effectively manage/supervise departmental staff of daily operational duties and functions; provide timely responses to questions from residents regarding City policies, procedures, and regulations; perform office duties such as data entry, answering phones, assigning tasks to employees and creating schedules; perform general clerical duties- data entry, filing systems, storing records; collect fees- water bills, business licenses fees, citation fees, vehicle sticker fees; audit Clerk transactions for proper and accurate record keeping; execute massive mailings- billing, court hearings and violations; register voters over the Internet and oversee election information; performance evaluation and management of clerks; professional development and training; proactive management of people initiatives to promote culture, employee well-being, and morale; and effective and consistent enforcement of all City policies and procedures.

APPLICANT QUALIFICATIONS

- Management and supervisory experience while maintaining equal standards and accountability
- Enhanced communication, organizational and interpersonal skills
- Capable of managing multiple tasks responsibly, timely, and with full detail
- Self-motivated, reliable, sensitive to issues of confidentiality, detail oriented and flexible
- Must be proficient with computers; including Microsoft Office: Excel, Word and Outlook
- Knowledge in bookkeeping, data entry and basic filing
- Must have experience working with the public
- Be willing to learn and follow directives
- Must have initiative to work independently while simultaneously maintaining a team focus
- High School diploma required, Bachelor's degree preferred
- Must be U.S. Citizen

This position will be required to perform other duties as determined by the Chief of Staff and City Administrator.

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