



## **NOW HIRING**

### **Records Clerk (Part-time) Midnight Shift**

### **Police Department**

#### **DESCRIPTION:**

The Village of Glen Ellyn Police Department is seeking qualified candidates for the position of part-time Records Clerk. The job duties of the Records Clerk include, but are not limited to, a variety of responsible clerical and technical duties related to the maintenance of Police Department records; to provide assistance and information to Police Department staff, other Village Departments and the public; and to provide responsive, courteous and efficient service to Village residents and the general public.

#### **ESSENTIAL FUNCTIONS:**

- Maintain and update reports and records in the Department's record management system, including scanning of related case documents for accurate record keeping purposes; maintain the integrity of documents & information sensitive to public safety and law enforcement.
- Electronically capture, index, prepare and file information from structured and semi-structured documents according to established record keeping systems.
- Assist the public by answering or seeking the answers to a variety of questions concerning the Police Department and the Village regarding its ordinances, policies and procedures.
- Perform record checks, issue permits, collect fees, and process subpoenas and requests for public records, and mail requested reports to outside agencies in accordance with established policies and procedures. Interacts with and is knowledgeable of various Village departments.
- Operate LEADS state records system to enter, modify, update, and retrieve data regarding persons, vehicle and property records.
- Process all facets of parking citations including: data entry, receipt and post payments, prepare violator notifications for Administrative hearing dates and fine escalations; update records as necessary.
- Receive and assess complaints from the public concerning violations of statute and ordinance and/or the need for Village services; disseminate information concerning such complaints to the appropriate authority or record such service needs as required by Department policy or procedure. Interacts with and is knowledgeable of various Village departments.
- Type a variety of police reports, forms, memos, letters and other material.
- Electronically transmit tickets and complaints to the Circuit Court Clerk.
- Retrieve, record, summarize, and assist in the preparation of a variety of statistical reports.

## **QUALIFICATION REQUIREMENTS:**

Qualified candidates must possess a high school diploma or equivalent, with a minimum of one year of previous experience or specialized training in a clerical or general office environment required. Previous work experience in law enforcement/public safety or municipal government is a plus, but not required. The Village is seeking qualified candidates who demonstrate excellent verbal and written communication skills, including the ability to convey empathy and understanding under various conditions, and who demonstrate the ability to effectively manage time, solve problems and exercise good judgment. The successful candidate will be able to demonstrate the ability to communicate (both orally and in writing) tactfully and effectively with other members of the staff, supervisors, and the public. The ability to adapt one's communication style by effectively relating to or communicating with various personality types both in person and via telephone is a critical skill set.

Successful candidates will also possess an attention to detail and the proven ability to multi-task; the ability to work independently and be a self-starter, often times under minimal supervision, is also a must. Applicants must have the ability to interpret and apply Village, State, and Federal policies and laws, as well as the ability to develop, interpret and implement Village policies and procedures, written instructions, and general correspondence. Qualified applicants must have the ability to operate standard office equipment, including a computer and related software (including MS Office), must be able to demonstrate excellent typing skills, and be able to perform basic mathematical calculations. Must also possess the ability to obtain a LEADS certification and become a Notary Public within six (6) months of employment.

**General** work schedule will be **Friday night and Saturday night 11pm to 7am**. The average work hours will range from 16 to 20 hours per week. **Candidates should be flexible and able to work additional or varied hours as needed for training, holidays, vacations, and/or emergency situations.**

## **SALARY/BENEFITS:**

The pay offered for this part-time, non-exempt position is \$19.65/hour with no fringe benefits. However, the position is eligible to receive additional holiday pay for hours worked on designated Village holidays.

## **HOW TO APPLY:**

1. Interested candidates should submit a resume and cover letter, **along with the completed supplemental questionnaire** (see below) to [vgeresume@glenellyninfo.org](mailto:vgeresume@glenellyninfo.org). Hard copies (faxed, mailed, hand-delivered) of resumes will be declined.
2. Applicants must indicate **(Job ID: #31-17 PT Midnight Shift Records Clerk)** in the subject line of their e-mail.
3. Selected finalists will be required to successfully pass a comprehensive pre-employment background and reference check. The successful candidate will also be required to pass a post-offer medical exam, which will include a drug screen, as a condition of employment.

**Open until filled; accepting applications immediately.** *Candidates requiring reasonable accommodations under the Americans with Disabilities Act should contact Human Resources at 630-469-5000.*

**SUPPLEMENTAL QUESTIONNAIRE (All Questions Must be Answered):**

1. Explain your experience with resolving problems/conflicts in challenging customer service situations that you have handled both face-to-face and over the phone.
2. Describe in detail your knowledge and experience with Microsoft Office software products, web/on-line tools and other computer applications. Please provide specific examples of how you've used these tools in your previous work.

**THE VILLAGE OF GLEN ELLYN IS AN EQUAL OPPORTUNITY EMPLOYER**