**WANTED CITY OF HARVARD**

**FRONT OFFICE CLERK**

Visit <https://www.cityofharvard.org/jobs>

Apply by 05/02/2022

At 201 W. Diggins Harvard, Il. 60033

**PRIMARY JOB RESPONSIBILITIES AND DUTIES**
The front office clerk performs routine clerical, secretarial and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping. The Front Office Clerk is the first point of contact with the public and must present excellent customer service and provide a positive image.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**
Proficient experience in MS Office, Outlook, Word, Excel

Excellent interpersonal skills, ability to work well with others

Working knowledge of managing social media

Great attitude, with ability to multitask

Bi-Lingual desired and preferred

High school diploma or equivalent required

Advanced degree preferred

Previous experience in a customer service setting is a must.

**BENEFITS**

Starting wage $22.27 per hour

Health Insurance coverage offered

Pension plan provided

Paid vacation

Harvard is an Equal Employment Opportunity Employer

**FRONT OFFICE CLERK**

1. The front office clerk reports to the Mayor and Administrator
2. The front office clerk shall open and close the front office
3. The front office clerk shall balance the cash drawer each day and report any discrepancies to the Mayor or Administrator.
4. The front office clerk shall be responsible for all accounts receivables.
5. The front office clerk shall be responsible for answering the telephone and for customer service at the front window.
6. The front office clerk shall pick up mail daily and deliver interoffice, and shall take mail to the post office on a daily basis.
7. The front office clerk shall serve as payroll clerk and perform those duties during payroll periods
8. The front office clerk shall act as administrative support for the Public Works Dept. Utility Dept. Parks Dept. and the Community Development Dept.
9. The front office clerk shall act as social media coordinator
10. Stay up to date with Changes in supported social platforms of Facebook, and Twitter, and others
11. Facilitate online conversations with customers and respond appropriately
12. Report online reviews and feedback to the Mayor and Administrator
13. Suggest new ways to promote positive image of the City
14. The front office clerk shall perform all other duties and assignments as directed by the Mayor or Administrator.