

Date: February 2023

Position: Client Service Assistant/Data Entry

Department: CSBG – Community Service Block Grant

Location: Waukegan

Status: Full-time/Permanent

MAJOR RESPONSIBILITIES: *Other duties may be assigned*

Data entry and processing of client information into the required state database for assistance. Provide program information to clients as directed by department leadership. Process client information for programs. File client information and data. Assist with client reception coverage as directed and answer questions about organization programs. Provide callers with address, directions and other vital information.

ESSENTIAL DUTIES:

- Enter and retrieve client information for reporting and tracking.
- Receive and prepare outgoing and interoffice mail for the team.
- Perform other administrative support duties as required, such as completion of word processing assignments, filing, mailing, photocopying and collating.
- May occasionally be required to assist with client intake.

QUALIFICATIONS:

- Proficiency in computer skills
- Good communication skills
- Demonstrated ability to deal appropriately with difficult clientele
- Bilingual is a plus, but not required
- High School Grad/GED
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are a representation of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

HOW TO APPLY

Internal Applicants:

Complete and submit internal employment application with current resume. If you are interest, please request a internal employment application.

External applicants:

Complete and submit an Application for Employment along with a current resume via:

- Email: hr.request@caplakecounty.org. Subject Line: Resume
- Drop-off: Place resume and application in the drop box at 2424 Washington St. Suite 207, Waukegan, IL 60085
- Hours of Operation: 8:00 a.m. to 4:00 p.m. Monday - Friday

Download employment application from caplakecounty.org/careers.html

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