



City of Crystal Lake Development Services Representative

SALARY	See Position Description	LOCATION	Crystal Lake, IL
JOB TYPE	Full Time	JOB NUMBER	2024-12
DEPARTMENT	Community Development	OPENING DATE	03/15/2024

Under the direction of the Support Services Coordinator, this individual is responsible for providing administrative assistance to external and internal customers for the Community Development Department. Nature of the work performed requires a professional manner in all dealings with the public and City and department staff. Work requires the exercise of considerable judgment, initiative, and discretion along with the ability to respond to multiple inquiries on a consistent basis.

Some essential job functions include:

- Independently provides technical assistance and a high level of quality customer service in a thorough and professional manner to members of the public regarding building, planning, zoning, and property maintenance procedures and processes.
- Receives and processes application requests with customers, enters complete and accurate information into the land management tracking system (Accela), and transmits for further department review.
- Processes accounts payable and elevator invoicing and regulation program.
- Assist with the compiling of information for release of Freedom of Information Act (FOIA) requests.
- Provide general office support.

The successful candidate must possess excellent verbal and written communication skills and have proven strong technical skills in various software applications including Microsoft Office Suite. The candidate must also have outstanding organizational and time management skills, and be detail oriented with multi-tasking capabilities in a fast-paced environment. Critical thinking and problem solving skills along with excellent customer service skills, including the ability to deal tactfully with the public and a high level of integrity in dealing with confidential and sensitive information is essential. Knowledge of building construction and zoning terminology as applicable to a municipal setting is a plus.

This position requires a high school diploma or equivalent and experience working in a municipal government setting and customer service experience is highly desired.

Work hours are 8:00 am - 5:00 pm Monday-Friday. Starting hourly rate is \$25.31 with excellent benefits.

Offers of employment are subject to successful completion of background check and drug screen. Qualified individuals interested in being considered for the position should submit an employment application, available at www.crystallake.org and attach a letter of interest with resume.

This position will remain open until filled. Applications will be considered as received.

Agency

City of Crystal Lake

Address

100 W. Woodstock Street

Crystal Lake, Illinois, 60014

Website

<http://www.crystallake.org>