

May 11, 2017

CUSTOMER SERVICE ASSISTANT/Bilingual

DEPARTMENT: Home Care Region 2/Lombard Office

FLSA: Non-Exempt

UNION: SEIU 73 Clerical

JOB POSTING: #17-054 (Exam Request title: Customer Service Assistant)

Please apply at: <http://dsc.uic.edu/who-we-are/employment-opportunities-3/career-search/>

Minimum Acceptable Qualifications are:

1. High school graduation or equivalent
2. Any combination from the categories below that equals 18 months.
 - (a) Responsible work experience in customer services, public relations, office administration, business and financial operations, healthcare administration or other closely related experience

OR

- (b) College coursework as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals 1 year (12 months)
 - 60 semester hours equals 2 years (24 months)

A. FUNCTION

The position is responsible for performing receptionist duties.

B. ORGANIZATIONAL RELATIONSHIP

Reports to the Regional Manager.

C. WORK ACTIVITIES:

1. Answers main multi-line telephone console and announces calls to the Regional Office staff. Provides spoken and or written translation to staff for Spanish speaking children and their families.
2. Retrieves and electronically distributes messages from voice mail utilizing bilingual skills.

3. Processes incoming and outgoing mail and faxes utilizing bilingual skills
4. Greets, announces and directs visitors utilizing bilingual skills. Maintains a Visitor's Log.
5. Monitors and orders supplies. Responsible for keeping inventory current and reporting to Central Office as required.
6. Acts as liaison with landlord and maintenance providers utilizing bilingual skills.
7. Prepares and submits Bi-weekly time sheets.
8. Responsible for maintaining office machines. Keeps printers and copier filled with paper and toner. Monitors and refills postage meter as needed. Reports copy counts and postage usage to Central Office. Maintains shredder and requests repair service when needed.
9. Maintains records and coordinates schedule for use of the state car. Forwards gas receipts, submits odometer readings, tracks mileage and schedules oil changes.
10. Provides support to Care Coordination staff. Receives client referral information from agencies. Prepares client forms utilizing bilingual skills, scans and uploads documents and shreds PHI.
11. Provides support for the coordination of Clinics. Maintains clinic spreadsheets and mail merges. Prepares form letters and reports utilizing bilingual skills. Packs and un-packs records and materials for clinics.
12. Others duties as assigned.

D. KNOWLEDGE REQUIRED BY JOB

1. Ability to operate a multi-line telephone console.
2. Ability to record accurate telephone messages.
3. Ability to operate a multi-function (copy/scan/fax) device.
4. Superior telephone etiquette and ability to deal effectively with users, vendors, peers, and management while utilizing bilingual skills.

5. Verbal and written communication skills. Utilizing bilingual skills to translate both verbal and written English/Spanish.
6. Knowledge of punctuation, sentence/paragraph structure and formatting, grammar and spelling.
7. Ability to keyboard.
8. Ability to proofread.
9. Ability to file alphabetically.
10. Ability to utilize reference guides, manuals, internet searches, etc.
11. Knowledge and experience with Microsoft Word and Excel.

The University of Illinois at Chicago is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans and individuals with disabilities are encouraged to apply.

The University of Illinois may conduct background checks on all job candidates upon acceptance of a contingent offer. Background checks will be performed in compliance with the Fair Credit Reporting Act.