



CUSTOMER SERVICE REPRESENTATIVE (Part-Time)

POSITION ANNOUNCEMENT

The Northeastern Illinois Public Safety Training Academy (NIPSTA) is a 21-acre multidisciplinary training facility located in Glenview, IL. First created in 2001 as training site for local first responders, NIPSTA continues to emerge as a model for the consolidation of talent and resources to provide state-of-the-art reality-based disaster response training. NIPSTA currently provides year-round training for fire service, law enforcement, hazardous materials, public works, disaster healthcare, and other types of municipal response agencies.

NIPSTA is seeking applicants for a part-time, 20-25 hours per week, non-benefited position to provide customer service support for all visitors and guests. Serving as the front desk representative, this position plays a critical role in performing essential administrative activities within a fast-paced working environment. The Customer Service Representative is also responsible for basic oversight of the Academy's information technology/audio visual equipment and website (additional administrative duties may be assigned as needed). Training will be provided as necessary.

The hourly rate for this position ranges from \$15 to \$17 per hour based upon qualifications. This position may be expanded to include additional hours and responsibilities in the future.

Work Hours: 7 a.m. – 1 p.m. M-F (start time non-negotiable)

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides point-of-contact service to students, instructors, member and non-member agencies, vendors, partner organizations, and others, via email, telephone and in-person communications.
- Greets and receive all visitors and provide directions to their destination.
- Answers and direct incoming telephone calls and correspondence; route to appropriate party and take messages, as needed.
- Maintains all classroom audio/visual and information technology equipment.
- Monitors facility management issues and report them to the executive team.
- Supports the Academy's marketing and outreach efforts through daily maintenance of the NIPSTA website.

- Utilizes word processing, database, spreadsheet and communication software packages to create and modify a variety of projects. Composes and types correspondence and assists in the preparation of written reports.
- Assists with creating and maintaining recordkeeping reports. May provide basic assistance to Instructors to ensure necessary supplies and equipment are in place for classroom training.
- Other duties as assigned by the Executive Director.

QUALIFICATIONS

- Capable of representing the organization and communicating its practices, policies, and procedures in a professional manner to a diverse audience of students, visitors, and guests
- Ability to work independently in a small, fast-paced office setting
- Ability to use the Microsoft Office Suite (Word, Excel, Publisher, Outlook, and PowerPoint)
- Ability to manage multiple priorities and maintain strong attention to detail in a highly dynamic work environment
- High school diploma, Associate Degree preferred, with a minimum of 3 years experience working in an office setting as a customer service representative or administrative assistant (or an equivalent combination of education and experience)

APPLICATION

Please do not contact NIPSTA by telephone. Candidates are encouraged to apply immediately by submitting a resume and cover letter to:

Jill Ramaker
Executive Director
NIPSTA
jramaker@nipsta.org

DEADLINE: Monday, August 28, 2017, 4:00 pm (CST)