



12 South Center Street  
Bensenville, IL 60106

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[www.bensenville.il.us](http://www.bensenville.il.us)

**VILLAGE BOARD**

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Frank DeSimone

**Board of Trustees**

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**Village Clerk**

Nancy Quinn

**Village Manager**

Evan K. Summers

February 1, 2023

Ms. Nancy Nessu

Email: [Nessu0909@gmail.com](mailto:Nessu0909@gmail.com)

Re: January 30, 2023 FOIA Request

Dear Ms. Nessu:


I am pleased to help you with your January 30, 2023 Freedom of Information Act ("FOIA"). The Village of Bensenville received your request on January 31, 2023. You requested copies of the items indicated below:

*"I am requesting emailed copies of all job descriptions that fall under the AFSCME contract as well as any additional Finance Department job descriptions.*

*I also would like to know the approximate number of utility billing accounts at the Village of Bensenville."*

Your FOIA request is hereby granted in full with the enclosed records. No redactions have been made.

Very truly yours,

  
Corey Williamsen  
Freedom of Information Officer  
Village of Bensenville

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**From:** Nancy <nessu0909@gmail.com>  
**Sent:** Monday, January 30, 2023 8:39 PM  
**To:** FOIA Request  
**Subject:** FOIA request

Rec. 1/31/23

12718

CAUTION: This email originated from outside of the organization.

Hi Mr. Williamsen,

I am requesting emailed copies of all job descriptions that fall under the AFSCME contract as well as any additional Finance Department job descriptions.

I also would like to know the approximate number of utility billing accounts at the Village of Bensenville.

Thank you,  
Nancy

**Job Title:** Accounts Payable Specialist**Department:** Finance**Reports to:** Assistant Director of Finance**Effective Date:** October 2022**Union:** Non-Union**Salary:** 52,865 +/- DOQ**JOB SUMMARY**

Under broad supervision and direction from the Director of Finance, and direct supervision from the Assistant Director of Finance, the Accounts Payable Specialist is responsible for all aspects of managing processing, and maintaining Accounts Payable in the Bensenville Finance Department.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Ability to effectively manage time and handle multiple tasks
- Ability to work under pressure
- Strong analytical skills
- Well-organized, and self-starter
- Ability to establish and maintain effective working relationships with other Finance Department staff members, other departments, superiors and other Village stakeholders
- Ability to follow oral and written instructions

**JOB DUTIES/KEY RESPONSIBILITIES:**

- Provide Village Stakeholders with Exceptional Customer Service.
- Process vendor invoices and interface with other departments to ensure timely approval and accurate payment of all vendor invoices and expense vouchers.
- Interface with all Village Departments in processing completed purchase orders through the Accounts Payable system, including monitoring outstanding purchase orders at year-end.
- Process Village warrant, securing all required Village Manager and Director of Finance approvals in a timely manner for presentation to the Village President and Board of Trustees for Board approved payment and release of all checks issued for the related warrant.
- Interface with vendors to answer all payment inquiries and resolve accounts payable vendor problems, as necessary.
- Responsible for 1099 system maintenance and reporting for all independent contractors.
- Maintain accurate and complete Accounts Payable records, including ensuring all records are scanned into the Accounts Payable system each warrant period.
- Assist with annual audit support for Accounts Payable related audit requests.
- Other projects: Preparation of monthly Village IL State Sales Tax Returns and payment requests, oversight of certain, monthly system-generated General Billing invoicing and statements processing; other projects as assigned.
- Performs other duties as assigned.

**SOFTWARE PROFICIENCIES:**

Microsoft Office Suite, experience with MUNIS and/or Cartegraph a plus

**EDUCATION /EXPERIENCE /CERTIFICATIONS AND/OR LICENSING**

**Required:**

- Exceptional Customer Service Skills
- Be at least 18 years of age
- At least 3 - 5 years of progressively responsible experience in Accounts Payable
- Proficient in MS Office

**Preferred:**

- Associate or Undergraduate Degree in Accounting, or related field
- Previous Governmental Accounting experience
- Experience with MUNIS Software Package
- Bilingual (Spanish or Polish)

**PHYSICAL DEMANDS**

- While performing the duties of this job, the employee is frequently required to sit, stand, walk, run, talk and hear.
- The employee must occasionally lift and/or move more than 30 pounds.
- The employee must be able to reach with hands and arms, climb or balance, stoop, kneel, crouch and/or crawl.
- The employee is occasionally required to use hands to finger, handle or operate objects, controls, or tools including peripheral computing equipment (ex. Computer mouse / calculator).
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

- Work is performed primarily in a climate controlled office setting. May involve extended periods of sitting, typing on a keyboard, and using a telephone among other office equipment including copier, fax, etc.
- Periodic exposure to stressful situations
- May require small amounts of travel to and from meetings, trainings, and conferences.
- The noise level in the work environment is usually moderate to low.
- Some non-traditional working hours may be required including evening, holiday and weekends.

**BENEFITS:**

The Village of Bensenville has a competitive benefit package which includes: a Section 125 plan including health, dental, vision, and life insurance, a retirement plan through the Illinois Municipal Retirement Fund, paid holidays, paid vacation, sick leave, tuition reimbursement, and more.

## VILLAGE OF BENSENVILLE

**Director of Finance**

**Department of Finance**

**Directly Reports to: Village Manager**

**Updated: 4/22/19**

**Bargaining Unit: Non-Union**

**Salary/Pay Rate:**

**\$+/- \$120,000 annually, DOQ**

### **JOB SUMMARY**

The Village is seeking a highly professional, progressive public finance professional with exceptional interpersonal skills and experience in public finance to serve as the Finance Director. Responsible for the direction and coordination of the financial and business activities of the Village of Bensenville.

Develops a budget consistent with the fiscal year's goals and objective for various programs within the department.

### **JOB DUTIES**

Oversees the preparation and disbursement of the payroll, utility billing, Accounts Receivable and Payables, Purchasing, Front Desk and Cash Receipt operations. Ensure staff is collecting and posting the receipts accurately. Ensure safeguarding of the Village assets and utilizes controls and SOPs in place to ensure the same. Reviews postings of internal cash flow and bank statements. Handle customer service issue for utility billing and for other Village services related items.

Coordinates all departments proposed budgets in relation to current year's budget, future year's budget, goals and objectives through sessions with Village Board, Department Heads and Village Manager. Prepare and present the Annual Budgets for the Village including a 5-year community investment plan (CIP) in coordination with all other departments and Village Manager's Office. Analyzes proposed budget in relation to the balancing of expenses to revenues and cash flow in the short and long term. Also, propose and present property tax levy and coordinate necessary filings, public hearing, notices and Board Meeting items.

Coordinates the gathering and compiling of requested materials between the audit firm and financial staff. Prepare necessary yearend adjustments for closing of the year. Coordinate various third party services for the audit (including actuary services).

Responsible for coordination of the day-to-day cash flow of Village funds. Analyzes the financial needs of the Village and makes recommendations to the Village Manager and Village Board. Serve as a liaison for the Village for property tax consortium and advise the Village Manager in on various projects and mission of the Village. The position plays vital roles in union contract negotiations, risk management, IT services, effectiveness and efficiency projects, community investment plan, purchasing, customer service, contract negotiations, joint purchasing, inter-agency contracts, relationship management, and many other management tasks.

The role frequently communicates with elected officials, consultants and upper management. Excellent presentation and analytical skills are required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to effectively manage time and handle multiple tasks
- Ability to work under pressure
- Experience performing daily reconciliations
- Excellent communication skills, both verbal and written
- Ability to establish and maintain effective working relationships with other Finance department staff members, other departments, superiors and other Village stakeholders
- Ability to follow oral and written instructions

### **EDUCATION AND / OR EXPERIENCE**

#### **Required:**

- Exceptional Customer Service Skills.
- Bachelor's degree in accounting, finance or a related field.
- At least 3 - 5 years of progressively responsible experience in Accounting or Finance including management.

#### **Preferred:**

- Master's degree.
- Certified Public Accountant.
- CPFA is highly desirable.
- Experience with MUNIS Software Package.
- Skills in financial analysis, forecasting and a familiarity with modern budgetary approaches, fund structure, GASB principles and accounting practices.

### **PHYSICAL DEMANDS**

- While performing the duties of this job, the employee is frequently required to sit, stand, walk, run, talk and hear.
- The employee must occasionally lift and/or move more than 30 pounds.
- The employee must be able to reach with hands and arms, climb or balance, stoop, kneel, crouch and/or crawl.
- The employee is required to use hands to key, handle or operate objects, controls, or tools including peripheral computing equipment (ex. computer mouse / calculator).
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

- Work is performed primarily in a climate controlled office setting. May involve extended periods of sitting, typing on a keyboard, and using a telephone among other office equipment including copier, fax, etc.

- Periodic exposure to stressful situations
- May require small amounts of travel to and from meetings, trainings, and conferences.
- The noise level in the work environment is usually moderate to low.
- Non-traditional working hours may be required including evening, holiday, weekends and emergencies.

The physical demands and work environments described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Accommodations will be examined on a case-by-case basis.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required by personnel so classified. Other duties may be assigned as needed.

**HOW TO APPLY:**

Please submit via email a cover letter, resume, and professional references to:

Human Resources– [vobjobs@bensenville.il.us](mailto:vobjobs@bensenville.il.us)

Email submissions should include “Director of Finance ” in the subject line.

**Job Title:** Code Compliance Inspector I**Department:** CED**Reports to:** Deputy Director of Community & Economic Development**Effective Date:** January 1, 2023**Union:** AFSCME**Salary:** \$24-26/hour DOQ**JOB SUMMARY**

This position will inspect new construction, additions and alternations of primarily commercial, industrial and mixed-use buildings and structures; to ensure compliance with applicable building codes and permits and to perform various related technical duties. The Code Compliance Inspector reports to the Deputy Director of Community & Economic Development (CED).

**KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge of inspection and research principles and practices sufficient to be able to conduct thorough and comprehensive inspections relative to the specific field.
- Strong organizational skills and solid knowledge of Microsoft Office including Word and Excel are critical. Experience working with database programs related to property maintenance/building codes preferred.
- Must be able to read and understand a variety of construction plans and blueprints.
- Excellent interpersonal skills to develop positive intergovernmental and private sector relationships.
- Strong sense of professionalism to represent the Village when addressing complaints and difficult customers.

**JOB DUTIES/KEY RESPONSIBILITIES:**

- Enforces building related codes, including International Code Council (ICC) Building Code, and local codes & ordinances such as nuisance, clearing, grading, filling, and zoning, etc. Issues correction warning notices and citations, as assigned.
- Conducts field inspections to determine business license compliance with the Village ordinance pertaining to the issuance of existing business licenses.
- Perform on-site inspections of residential, commercial, industrial and mixed-use buildings and structures during various stages of construction; ensure compliance with applicable codes; perform follow-up inspections as necessary.
- Assists in researching problems and complaints regarding commercial and residential buildings, building construction and code compliance. Responds to complex and sensitive building issues.
- Assists in resolving complex and sensitive customer service issues, either personally, by telephone or in writing. Maintains records and documents of customer service issues and resolutions.



- Responds to alleged violations; interview complainant and witnesses; document activities; issue letters or notices to comply on violations; maintain records of history of facts for possible legal action.
- Assist the appropriate Village offices with hearings to resolve code enforcement problems; prepare case reports for adjudication or administrative proceedings; testify in adjudication and at administrative proceedings as necessary.
- Performs general clerical duties as required, including typing reports and correspondence, copying and filing documents, answering the telephone, entering computer data, processing mail, etc.
- Other duties as assigned

#### **SOFTWARE PROFICIENCIES:**

Microsoft Office Suite, experience with MUNIS and/or Cartegraph preferred

#### **EDUCATION /EXPERIENCE /CERTIFICATIONS AND/OR LICENSING**

- A high school diploma or equivalent is required.
- Associates degree or vocational training with emphasis on inspections or building codes is preferred.
- International Code Council (ICC) Property Maintenance Inspector Certification is required, or the ability to obtain certification within the first year of employment.
- The successful candidate will be required to pass a pre-employment physical, drug/alcohol test and background investigation.
- Basic computer functions, techniques, and software applications for recording, scheduling and documenting inspection activities.

#### **WORK ENVIRONMENT & PHYSICAL DEMANDS:**

Some positions may involve frequent bending, moving, lifting, and carrying material weighing up to 50 pounds; some positions may involve moving, lifting, and carrying material weighing up to 70 pounds; standing up to eight hours each day; working in all weather conditions; exposure to high noise levels and require wearing hearing protection.

**Job Title:** Code Compliance Inspector I**Department:** CED**Reports to:** Deputy Director of Community & Economic Development**Effective Date:** TBD**Union:** AFSCME**Salary:** \$26-28/hour DOQ**JOB SUMMARY**

This position will inspect new construction, additions and alternations of residential, commercial, industrial and mixed-use building and structures; to ensure compliance with applicable building codes and permits and to perform various related technical duties. The Part-time Code Compliance Inspector reports to the Deputy Director of Community & Economic Development (CED).

**KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge of inspection and research principles and practices sufficient to be able to conduct thorough and comprehensive inspections relative to the specific field.
- Strong organizational skills and solid knowledge of Microsoft Office including Word and Excel are critical. Experience working with database programs related to property maintenance/building codes preferred.
- Must be able to read and understand a variety of construction plans and blueprints.
- Excellent interpersonal skills to develop positive intergovernmental and private sector relationships.
- Strong sense of professionalism to represent the Village when addressing complaints and difficult customers.

**JOB DUTIES/KEY RESPONSIBILITIES:**

- Enforces building related codes, including International Code Council (ICC) Building Code, and local codes & ordinances such as nuisance, clearing, grading, filling, and zoning, etc. Issues correction warning notices and citations, as assigned.
- Conducts field inspections to determine business license compliance with the Village ordinance pertaining to the issuance of existing business licenses.
- Perform on-site inspections of residential, commercial, industrial and mixed-use buildings and structures during various stages of construction; ensure compliance with applicable codes; perform follow-up inspections as necessary.
- Assists in researching problems and complaints regarding commercial and residential buildings, building construction and code compliance. Responds to complex and sensitive building issues.
- Assists in resolving complex and sensitive customer service issues, either personally, by telephone or in writing. Maintains records and documents of customer service issues and resolutions.

- Responds to alleged violations; interview complainant and witnesses; document activities; issue letters or notices to comply on violations; maintain records of history of facts for possible legal action.
- Assist the appropriate Village offices with hearings to resolve code enforcement problems; prepare case reports for adjudication or administrative proceedings; testify in adjudication and at administrative proceedings as necessary.
- Performs general clerical duties as required, including typing reports and correspondence, copying and filing documents, answering the telephone, entering computer data, processing mail, etc.
- Other duties as assigned

#### **SOFTWARE PROFICIENCIES:**

Microsoft Office Suite, experience with MUNIS and/or Cartegraph preferred

#### **EDUCATION /EXPERIENCE /CERTIFICATIONS AND/OR LICENSING**

- A high school diploma or equivalent is required.
- Associates degree or vocational training with emphasis on inspections or building codes is preferred.
- The position requires two to four years of experience in code enforcement or property maintenance or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- International Code Council (ICC) Property Maintenance Inspector Certification is required, or the ability to obtain certification within the first year of employment.
- The successful candidate will be required to pass a pre-employment physical, drug/alcohol test and background investigation.
- ICC certification as a Residential Building Inspector (B1), Residential Electrical Inspector (E1) and Residential Mechanical Inspector (M1) preferred or obtained within twelve (12) months of the hire date.
- International Code Council certifications (ICC) Commercial Mechanical Inspector (M2) and ICC Commercial Building Inspector (B2) preferred or obtained within twenty-four (24) months of the hire date
- ICC Master Code Professional is preferred
- Basic computer functions, techniques, and software applications for recording, scheduling and documenting inspection activities.

#### **WORK ENVIRONMENT & PHYSICAL DEMANDS:**

Some positions may involve frequent bending, moving, lifting, and carrying material weighing up to 50 pounds; some positions may involve moving, lifting, and carrying material weighing up to 70 pounds; standing up to eight hours each day; working in all weather conditions; exposure to high noise levels and require wearing hearing protection.

Updated 2022

**Job Title:** Customer Service Clerk**Reports to:** Finance Director**Union:** AFSCME**Department:** Finance**Effective Date:** November 2022**Salary:** \$18.52 to \$22.10

AFSCME Pay Grade 1

**JOB SUMMARY**

Under the supervision of the Director of Finance, the Customer Service Clerk assists in the day-to-day operations of the Customer Service Counter at the Village Hall customer service counter with the utmost focus on providing all stakeholders exceptional customer service.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Excellent written and oral communication skills
- Effective time-management, organization and multi-tasking skills
- Ability to perform basic mathematical computations with speed and accuracy
- Ability to resolve customer service issues/complaints
- Experience performing daily reconciliations
- Experience with cash management
- Demonstrated experience successfully interacting with internal and external stakeholders
- Working knowledge of basic computer and typing skills, including familiarity with Microsoft Office Suite

**JOB DUTIES/KEY RESPONSIBILITIES:**

- Provide Village stakeholders with exceptional customer service in all interactions. Maintaining frequent contact with Village employees, residents and other stakeholders.
- Receives and responds to incoming phone calls, directing to proper department, and provides on the spot answers to questions whenever possible.
- Sorts mail delivered and directs to proper place
- Inputs customer or resident complaints and or requests into the Village's work management system (Cartegraph).
- Receive and process payments for various Village revenue related items
- Respond to inquiries, in-person or via phone, regarding Village fees, programs, schedules, facilities and more.
- Process and issue vehicle stickers.
- Balance cash drawer on a daily basis and in a timely manner.
- Performs other duties as assigned.

**SOFTWARE PROFICIENCIES:**

Microsoft Office Suite, experience with ERP & workflow management systems - such as MUNIS and/or Cartegraph- a plus

**EDUCATION /EXPERIENCE /CERTIFICATIONS AND/OR LICENSING****Required:**

- Exceptional customer service skills
- Must be enthusiastic, friendly and courteous
- Must have cash handling skills, including experience operating a POS system
- Be at least 18 years of age
- High School Diploma or equivalent
- Intermediate computer skills, including; typing and MS Office Suite

**Preferred:**

- Two (2) years of experience working in an office environment
- Experience with MUNIS Software Package AND/OR Cartegraph work management package
- Bilingual (Spanish or Polish)

**WORK ENVIRONMENT & PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear. The employee must occasionally lift and/or move more than 30 pounds. The employee is required to use hands to finger, handle or operate objects, controls, or tools including peripheral computing equipment (ex. Computer mouse / calculator). Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must be able to reach with hands and arms, climb or balance, stoop, kneel, crouch and/or crawl.

Work is performed primarily in a climate controlled office setting. May involve extended periods of sitting, typing on a keyboard, and using a telephone among other office equipment including copier, fax, etc. Periodic exposure to stressful situations. The noise level in the work environment is usually moderate to low.

The physical demands and work environments described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Accommodations will be examined on a case-by-case basis.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required by personnel so classified.

**SALARY:**

This position is classified as a Pay Grade 1 on the AFSCME union schedule. Hiring range for this role is \$38,520.75 to \$45,975.06 (\$18.52-\$22.10 per hour) annual salary per the AFSCME 2022-2025 collective



bargaining agreement. Salary dependent on qualifications. The salary range for this role is \$38,520.75 to \$51,416.00 (\$18.52-\$24.72 per hour)

**BENEFITS:**

The Village of Bensenville has a competitive benefit package which includes: a Section 125 plan including health, dental, vision, and life insurance, a retirement plan through the Illinois Municipal Retirement Fund, paid holidays, paid vacation, sick leave, tuition reimbursement, and more.

**Job Title:** Records Clerk**Department:** Police**Reports to:** Records Supervisor**Effective Date:** July 12, 2022**Union:** AFSCME**Salary:** \$41,684 – \$48,410 DOQ**JOB SUMMARY**

This position is responsible for performing a wide variety of clerical duties such as document maintenance, records management, data entry, word processing, and customer service in support of the Police Department. The Records Clerk reports to the Supervisor of the Records Department.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge of modern office practices and techniques with skills in applying state and federal laws, codes and regulations governing Police records management preferred.
- Understanding of basic law enforcement organization's terminology, organizational procedures & operations. General knowledge of LEADS preferred.
- Excellent written and oral communications skills with the ability to react in an appropriate manner in sensitive situations as well as handle confidential information with discretion are necessary.
- Strong organizational skills and attention to detail are required in order to prioritize both the workload and manage large volumes of other work related activities and tasks as needed.
- Skills in compiling and maintaining accurate, complex and extensive records.
- Fluency in Spanish preferred but not required.

**JOB DUTIES/KEY RESPONSIBILITIES:**

- Performs a wide variety of technical and clerical duties in support of departmental operations including those related to collecting, indexing, processing, maintaining, retrieving, copying, and distributing technical and confidential law enforcement data and information including police reports, citations, warrants, protective orders, and subpoenas.
- Enters, maintains, and retrieves data, reports, and information into and from a variety of automated law enforcement records systems; enters police reports and citations including names, vehicle information, charges, property, dispositions, and classification of charges.
- Manages the distribution of reports, warrants, subpoenas, follow-up requests, and related paperwork to various agencies including departmental staff, local and state law enforcement personnel, insurance companies, and other agencies and organizations; processes and distributes police reports and criminal complaints to the District/State's Attorney's Office for prosecution.
- Assists, provides information, and responds to questions and concerns from the general public, departmental staff, and other agencies in person and by telephone; forwards calls to appropriate personnel; takes and provides phone messages; responds to public inquiries for information regarding police reports and other matters; ensures that the release of records follows state, federal, and local laws.



- Conducts background checks on individuals for outside law enforcement agencies; pulls and copies reports and other information as necessary.
- Processes traffic collision reports; pulls, copies, and distributes reports.
- Processes and maintains traffic citations; reviews citations for accuracy; sends citations back to officer for corrections as needed; enters citation information into system; copies citations for departmental files; sends original citation to Traffic Court.
- Maintains records of residential and business alarm permits; tracks daily false alarm calls for service; notifies alarm users of their false alarms; bills alarm customers for excessive false alarms as necessary.
- Processes incoming warrants; prepares warrant packets for officers in the field to attempt service.
- Maintains report control; reviews all incoming reports; sends incomplete or inaccurate reports back to reporting officers for correction; makes corrections as necessary to reports.
- Maintains accurate filing of all paper reports; scans reports and supplements into Report Management System.
- Assists with police file and record management including their destruction and transformation to micro-imaging; scans reports, citations, and photographs into the laser-fiche; shreds old files; assists in the implementation of file record management systems (RMS) and programs.
- Processes towed vehicles; enters data from report into RMS system; sends notification letters to legal owners of vehicles.
- Prepares tow billing; maintains tow log.
- Prepares for tow hearings for citizens requesting to have a hearing to discuss the validity of the tow; schedules appointments; prepares the tow package for the Tow Hearing Officer.
- Performs general clerical duties including typing, distributing mail, and filing; types correspondence, reports, forms, statements, petitions, complaints, and other confidential and specialized documents from drafts, notes, dictated tapes, or brief instructions; composes letters and other documents as necessary.
- Compiles and totals police statistics including spreadsheet for DUI arrests, traffic statistics, and related items.
- Performs related duties as required.

#### **SOFTWARE PROFICIENCIES:**

Microsoft Office Suite, Law Enforcement Agencies Data System (LEADS)

#### **EDUCATION AND/OR EXPERIENCE**

- High school diploma or equivalent.
- Must be at least 18 years of age.
- Must be proficient in working with computers, general office equipment

#### **WORK ENVIRONMENT & PHYSICAL DEMANDS:**

Work in an office environment; sedentary work that primarily involves sitting/standing; work at a centralized public counter. May involve occasional bending, moving, lifting, and carrying objects up to 20 pounds.



**Job Title:** Maintenance Technician I/II**Department:** Public Works/ Streets**Reports to:** Director of Public Works**Effective Date:** March 2022**Union:** AFSCME **Salary Range:** Tech I: \$51,201-58,501.05 (DOQ)/ Tech II: \$57,723.43 - \$66,013.41 (DOQ)**Job Summary/Purpose:**

The job duties of the Maintenance Technician I/II include but are not limited to perform a variety of semi-skilled and skilled tasks in the re-construction, maintenance, and repair of public facilities including the area of streets; and to provide responsive, courteous, and efficient service to Village residents and the general public.

**DISTINGUISHING CHARACTERISTICS:**

**Maintenance Technician I:** This is the entry-level class in the Maintenance Technician series and is distinguished from the Maintenance Technician II by the performance of less than the full range of duties assigned to the journey level classes with this series.

**Maintenance Technician II:** This is the journey level class of the Maintenance Technician series. The Maintenance Technician II class is distinguished from the Maintenance Technician I level by the performance of the full range of duties as assigned in one or more of the three areas of Public Works (Utilities, Streets, Forestry), with only occasional instruction or assistance as new or unusual situations arise in that area.

**Certification Requirements for Maintenance Technician II:**

- 5+ years of Experience
- Possession of, or ability to obtain a Class A CDL license with air break and tanker endorsements.
- Possess IDOA Public Applicator and Public Operator Pesticide License

**Duties/Responsibilities:**

- Assist the general public, private contractors, and other Village Departments with complaints and questions in a professional, courteous, and respectful manner.
- Prepare work records including time spent, equipment and tools used, and materials used.
- Assist in the removal of snow and ice from Village streets, sidewalks, parking lots, and other Village facilities.
- Assist in the activities necessary for storm/flood control, including maintaining storm sewers and creeks.
- Respond to after hour call-outs and be able to perform all necessary duties required and assigned.
- Grade road shoulders and pavements and dig ditches.
- Repair and/or restore damaged sections of streets, sidewalks (including grinding), driveway aprons, paths, and other miscellaneous Village facilities.
- Professionally form and finish concrete (patches, pavement, sidewalks, aprons, curb, and gutter, etc.).
- Clean streets via mechanical street sweepers.
- Remove asphalt and replace it with new material.
- Paint center lines, crosswalks, and other street markings.
- Manufacture, maintain and install street names and regulatory signs.



- Locate electric lines for private contractors, other utilities departments, and the public.
- Maintain and perform repairs to Village street lights and traffic signals.
- Troubleshoot and repair damaged cables / low voltage electrical lines.
- Perform necessary actions for mosquito control.
- Perform landscape restoration activities as necessary.
- Knowledge and Usage of Work Management Software, Cartegraph
- Basic Knowledge and Usage of GIS

**Required Skills/Abilities:**

- Ability to maintain a professional demeanor when dealing with the public.
- Ability to take control of situations.
- Ability to perform heavy manual labor.
- Ability to operate various types of equipment – standard office equipment, computer, and related software.
- Ability to operate various types of general construction tools and equipment such as trucks, tractors, sweepers, snow plow, high-ranger, and skip loaders.
- Other equipment could be required.

**Education and Experience:**

- High school diploma or equivalent.
- Six (6) months experience in general maintenance preferred but not required.
- Possession of, or ability to obtain, an Illinois Class B CDL valid driver's license with air-brake and tanker endorsements.

**Physical Requirements:**

- Ability to operate various types of equipment – standard office equipment, computer, and related software.
- Ability to operate various types of general construction tools and equipment such as trucks, tractors, sweepers, snow plow, high-ranger, and skip loaders.
- Must be able to perform the following basic life operational functions; climbing, balancing, stooping kneeling, crouching, reaching, walking, pushing, pulling, lifting, fingering, grasping, feeling, hearing and repetitive motions.
- Ability to work in excessive heights and depths.
- Must be able to perform the following tasks; exerting up to 50 pounds of force occasionally, up to 20 pounds of force frequently and up to 10 pounds of force constantly.
- Must possess the visual acuity to operate machines and equipment including close inspection of moving and small parts, using measurement devices, perform assembly and fabrication of parts, prepare maintenance records and operate a computer terminal.

**Job Title:** Maintenance Technician I/II**Department:** Public Works/ Utilities**Reports to:** Director of Public Works**Effective Date:** March 2022**Union:** AFSCME **Salary Range:** Tech I: \$51,201-58,501.05 (DOQ)/ Tech II: \$57,723.43 - \$66,013.41 (DOQ)**Job Summary/Purpose:**

The job duties of the Maintenance Technician I/II include but are not limited to perform a variety of semi-skilled and skilled tasks in the re-construction, maintenance, and repair of public facilities including the area of utilities; and to provide responsive, courteous, and efficient service to Village residents and the general public.

**DISTINGUISHING CHARACTERISTICS:**

**Maintenance Technician I:** This is the entry-level class in the Maintenance Technician series and is distinguished from the Maintenance Technician II by the performance of less than the full range of duties assigned to the journey level classes with this series.

**Maintenance Technician II:** This is the journey level class of the Maintenance Technician series. The Maintenance Technician II class is distinguished from the Maintenance Technician I level by the performance of the full range of duties as assigned in one or more of the three areas of Public Works (Utilities, Streets, Forestry), with only occasional instruction or assistance as new or unusual situations arise in that area.

**Certification Requirements for Maintenance Technician II:**

- 5+ years of Experience
- Possession of, or ability to obtain a Class A CDL license with air break and tanker endorsements.
- Possess IEPA Class C Water License

**Duties/Responsibilities:**

- Assist the general public, private contractors, and other Village Departments with complaints and questions in a professional, courteous, and respectful manner.
- Prepare work records including time spent, equipment and tools used, and materials used.
- Assist in the removal of snow and ice from Village streets, sidewalks, parking lots, and other Village facilities.
- Assist in the activities necessary for storm/flood control, including maintaining storm sewers and creeks.
- Respond to after hour call-outs and be able to perform all necessary duties required and assigned.
- Locate water lines for private contractors, other utilities departments/divisions, and the public.
- Perform maintenance activities to our water distribution system including: Safely perform water main break repairs including digging ditches to lay and/or expose water lines; cut and replace the damaged pipe.
- Safely exercise, rebuild, and replace buffalo boxes, water valves, and fire hydrants.
- Safely perform fire hydrant flushing.
- Accurately identify the necessary valves to close for water main repairs.
- Safely install and repair meter boxes, meters, and service lines.



- Safely conduct pressure testing of a water system.
- Properly acquire water samples for testing purposes.
- Restore the parkway after completing water main repair.
- Repair and replace water meters and perform other minor plumbing and electrical repairs.
- Repair manholes, catch basin, and inlets as necessary.
- Clean, televise, maintain and repair storm and sanitary sewer systems.
- Locate sewer lines for private contractors, other utilities departments/divisions, and the public.
- Clean and remove blockages from sanitary sewer and storm drainage lines.
- Dig ditches to lay and/or expose sewer lines; cut and replace the damaged pipe.
- Restore parkway after completing sewer line repair.
- Add bio bags to problem areas in the sanitary system.
- Clean and maintain sewer lift station ejection pits.
- Basic knowledge of SCADA System.
- Knowledge and Usage of Work Management Software, Cartegraph
- Basic Knowledge and Usage of GIS

**Required Skills/Abilities:**

- Ability to maintain a professional demeanor when dealing with the public.
- Ability to take control of situations.
- Ability to perform heavy manual labor.
- Ability to operate various types of equipment – standard office equipment, computer, and related software.
- Ability to operate various types of general construction tools and equipment such as trucks, tractors, sweepers, snowplow, high-ranger, and skip loaders.
- Other equipment could be required.

**Education and Experience:**

- High school diploma or equivalent.
- Six (6) months experience in general maintenance preferred but not required.
- Possession of, or ability to obtain, an Illinois Class B CDL valid driver's license with air-brake and tanker endorsements.

**Physical Requirements:**

- Ability to operate various types of equipment – standard office equipment, computer, and related software.
- Ability to operate various types of general construction tools and equipment such as trucks, tractors, sweepers, snow plow, high-ranger, and skip loaders.
- Must be able to perform the following basic life operational functions; climbing, balancing, stooping kneeling, crouching, reaching, walking, pushing, pulling, lifting, fingering, grasping, feeling, hearing and repetitive motions.
- Ability to work in excessive heights and depths.
- Must be able to perform the following tasks; exerting up to 50 pounds of force occasionally, up to 20 pounds of force frequently and up to 10 pounds of force constantly.



- Must possess the visual acuity to operate machines and equipment including close inspection of moving and small parts, using measurement devices, perform assembly and fabrication of parts, prepare maintenance records and operate a computer terminal.



**Job Title:** Secretary II – Public Works

**Department:** Public Works

**Reports to:** Director of Public Works

**Effective Date:** September 20, 2022

**Union:** AFSCME

**Salary:** Pay Grade 4

### **JOB SUMMARY**

Under the supervision of the Director of Public Works, the Secretary assists in the day-to-day operations of the Customer Service Counter at the Department of Public Works with the utmost focus on providing all stakeholders exceptional Customer Service. The Secretary II class is distinguished from the Secretary I by demonstrating thorough understanding of all procedures and processes required to effectively perform full range of all assignments, with occasional instruction or assistance as new or unusual situations arise in the area and has performed 3 years' experience in Secretary I.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- Excellent written and oral communication skills
- Effective time-management, organization and multi-tasking skills
- Experience performing daily reconciliations
- Demonstrated experience successfully interacting with internal and external stakeholders
- Working knowledge of technology including Microsoft Office Suite, Work Management software (Cartegraph), and Village's ERP system (MUNIS)

### **JOB DUTIES/KEY RESPONSIBILITIES:**

- Provide Village stakeholders with exceptional customer service in all interactions. Maintaining frequent contact with public works employees, residents and other village stakeholders.
- Receives and responds to in-coming phone calls, directing to proper department, and provides on the spot answers to questions whenever possible.
- Sorts mail delivered and directs to proper place. Checks outgoing mail for procedural and grammatical accuracy.
- Enters, coordinates, and tracks purchases for budget accounts. Informs supervisor of possible overspending.
- Reviews requisitions for accuracy and authorization before processing. Reviews open purchase orders with vendors for status of order.
- Coordinates requisitions and purchase orders with the Village's finance department.
- Types correspondences and other materials on a variety of general and technical topics.
- Inputs customer or resident complaints and or requests into the Village's work management system (Cartegraph).
- Copies and distributes information regarding damage to village property to appropriate personnel. Follows up, creates and mails invoices.

- Coordinates the review and execution of agreements, resolutions and ordinances with the proper department.
- Performs other duties as assigned.

**SOFTWARE PROFICIENCIES:**

Microsoft Office Suite, experience with MUNIS and/or Cartegraph a plus

**EDUCATION /EXPERIENCE /CERTIFICATIONS AND/OR LICENSING****Required:**

- Exceptional Customer Service Skills
- Must be enthusiastic, friendly and courteous
- Be at least 18 years of age
- High School Diploma or equivalent
- Proficient with current computer software systems, including email, calendar programs, job specific software, and customer service systems.

**Preferred:**

- Associate's degree in Business or related field
- 3 years' experience working in an office environment
- Experience with MUNIS Software Package
- Experience with Cartegraph work management package
- Multi-lingual (Spanish or Polish)

**WORK ENVIRONMENT & PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear. The employee must occasionally lift and/or move more than 30 pounds. The employee is required to use hands to finger, handle or operate objects, controls, or tools including peripheral computing equipment (ex. Computer mouse / calculator). Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must be able to reach with hands and arms, climb or balance, stoop, kneel, crouch and/or crawl.

Work is performed primarily in a climate controlled office setting. May involve extended periods of sitting, typing on a keyboard, and using a telephone among other office equipment including copier, fax, etc. Periodic exposure to stressful situations. The noise level in the work environment is usually moderate to low.

The physical demands and work environments described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Accommodations will be examined on a case-by-case basis.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required by personnel so classified.

VOB Payroll YTD UPDATED

Village Of Bensenville

From: 01/20/2023 Through: 01/20/2023

<u>Pay Group - Current</u>	<u>Job Title - Current</u>
VHBIWEEK	ACCOUNT CLERK II
VHBIWEEK	UTILITY BILLING CLERK
VHBIWEEK	UTILITY BILLING ASSISTANT

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