



12 South Center Street
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VILLAGE BOARD

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February 5, 2024

Ms. Valerie Magnussen
2S205 Mayfield Lane
Glen Ellyn, Illinois 60137

Re: January 30, 2024 FOIA Request

Dear Ms. Magnussen:

I am pleased to help you with your January 30, 2024 Freedom of Information Act ("FOIA"). The Village of Bensenville received your request on January 30, 2024. You requested copies of the items indicated below:

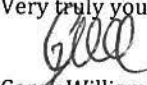
"1. Current salary range for all positions that handle Utility Billing, AP, AR or Cash Receipting. 2. Job description for all positions that handle utility Billing, AP, AR of Cash Receipting. 3. Job titles for all positions that handle utility Billing, AP, AR of Cash Receipting."

After a search of Village files, the following information was found responsive to your request:

Enclosed are all the records found responsive to your request. No redactions have been made.

Do not hesitate to contact me if you have any questions or concerns in connection with this response.

Very truly yours,


Corey Williamsen
Freedom of Information Officer
Village of Bensenville



**VILLAGE OF BENSENVILLE
JOB DESCRIPTION**

**Accounts Payable Specialist
Department of Finance
Directly Reports to: Assistant Director of Finance
Department Head: Director of Finance**

Updated: 8/27/2021

**Bargaining Unit: Non-Union
Salary: 52,174 – 73,044**

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.

JOB DUTIES

- 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.

KNOWLEDGE, SKILLS AND 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

EDUCATION AND / OR EXPERIENCE

Required:

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

Preferred:

- Undergraduate Degree in Accounting, or related field
- Previous Governmental Accounting experience
- Experience with MUNIS Software Package

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.

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.



**VILLAGE OF BENSENVILLE
JOB DESCRIPTION**

Customer Service Clerk (Clerk)

Department of Finance

Directly Reports to: Assistant to the Finance Director

Department Head: Director of Finance

Updated: 1/8/2021

Bargaining Unit: AFSCME

Salary: AFSCME Grade 1

JOB SUMMARY

Under the supervision of the Director of Finance the Cashier assists in the day-to-day operations of the Village Hall Customer Service Counter and Switchboard with the utmost focus on providing all stakeholders exceptional Customer Service.

JOB DUTIES

This position does require fluent speaking/reading/writing in Spanish language.

Provide Village Stakeholders with Exceptional Customer Service in all interactions.

Answer phone calls providing on the spot answers to questions whenever possible, entering CRM tickets for questions unable to be answered and transferring phone calls to appropriate staff.

Enter stakeholder requests into Village Customer Relationship Manager (CRM) system.

Provide information regarding fees, village programs, schedules, facility information, etc.

Receive and process payments for various Village revenue related items.

Sort and distribute mail.

Process and issue Vehicle stickers.

Assist other departments as needed.

Balance cash drawer on a daily basis in a timely manner.

Other duties / projects as assigned

KNOWLEDGE, SKILLS AND ABILITIES

- Spanish Fluency is must.
- 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
- Must have good cash handling skills and be able to effectively operate a computerized point of sale system
- Must be enthusiastic, friendly and courteous
- Be at least 18 years of age
- High School Diploma or equivalent
- Proficient in MS Office

Preferred:

- Associate's degree in Business or related field
- 2-3 years' experience working in an office environment
- Experience with MUNIS Software Package

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.

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.

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**VILLAGE OF BENSENVILLE
JOB DESCRIPTION**

Utility Billing Assistant Clerk

Department of Finance

Directly Reports to: Assistant to the Finance Director

Department Head: Director of Finance

Updated: 01/11/2021

Bargaining Unit: AFSCME

Salary: AFSME Grade 3

JOB SUMMARY

Under the supervision of the Assistant to the Finance Director the Utility Billing Assistant Clerk provides several key Village functions in a teamwork environment to meet the needs of customers as well as Department Directors.

JOB DUTIES

- Provide Village Stakeholders with Exceptional Customer Service in all interactions.
- Perform duties as Cash Receipts Clerk as overflow or back-up, including coverage during breaks for other employees and Saturday shifts.
- Act as liaison between Front Desk Clerks and Utility Billing Clerks. This includes aiding management in training Front Desk Clerks in routine Utility Billing functions that will improve our customer service level and efficiency.
- Centralize calls for UB clerical staff. Handle routine calls and distributing other calls to UB Clerks as required. Track to ensure requests are handled timely.
- Monitor payment plans and process defaults monthly according to UB schedule.
- Be liaison with Public Works staff during shutoffs, including processing shutoff fees and updating notes on accounts. Monitor long term shutoff accounts.
- Learn and/or assist in billing, shutoff, and penalty processes to provide backup for UB staff. Perform each of these functions at least twice annually to maintain proficiency.
- Aid in the monitoring of liens on accounts to ensure timely release of the same once payment is made.
- Process Recreation deposits daily.
- Special Projects as assigned.
- Receives and investigates telephone calls, written communications and stakeholder visits, and complaints regarding utility billing.
- Complete various mailings monthly including shutoff notices, high / low usage and no consumption letters, payment plan notices and ancillary billings (pre-treatment).
- Other duties / projects as assigned

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to effectively manage time and handle multiple tasks

- Ability to work under pressure
- Ability to reconcile differences in computer printouts and control figures
- 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
- Must be enthusiastic, friendly and courteous
- Be at least 18 years of age
- High School Diploma or equivalent
- Proficient in MS Office

Preferred:

- Bachelor's or Associate's degree in Business or related field
- 2-3 years' experience working in an office environment
- Experience with MUNIS Software Package
- Bilingual

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.
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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.

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**VILLAGE OF BENSENVILLE
JOB DESCRIPTION**

Utility Billing Clerk

Department of Finance

Directly Reports to: Assistant to the Finance Director

Department Head: Director of Finance

Updated: 01/11/2021

Bargaining Unit: AFSCME

Salary: AFSCME Grade 4

JOB SUMMARY

Under the supervision of the Director of Finance the Utility Billing Clerk manages the preparation, verification and actual billing of water and sewer and refuse services.

JOB DUTIES

Provide Village Stakeholders with Exceptional Customer Service in all interactions.

Receives and investigates telephone calls, written communications and stakeholder visits, and complaints regarding utility billing; handles questions and matters of a more technical nature and documenting all calls, communications and complaints and appraises supervisor of action required or taken.

Processes meter reading data for the water and sewer utility, processes the billing in the MUNIS system, and uploads bill run to 3rd party bill printer for mailing.

Maintains current customer account files (including setup of new accounts, updates to existing accounts and closing out of accounts).

Processes and coordinates work orders for utility disconnections, reconnections, new meters and radio transponders, and other Public Works and Utility requests.

Complete various mailings monthly including shutoff notices, high / low usage and no consumption letters, payment plan notices and ancillary billings (pre-treatment).

Other duties / projects as assigned

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to effectively manage time and handle multiple tasks
- Ability to work under pressure
- Ability to reconcile differences in computer printouts and control figures
- 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
- Must be enthusiastic, friendly and courteous
- Bilingual
- Be at least 18 years of age
- High School Diploma or equivalent
- Proficient in MS Office

Preferred:

- Bachelor's or Associate's degree in Business or related field
- 2-3 years' experience working in an office environment
- Experience with MUNIS Software Package

PHYSICAL DEMANDS

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SALARY RANGE

HOW TO APPLY:

Please submit via email a cover letter, one-page resume, and 3 professional references to:

Human Resources– vobjobs@bensenville.il.us

Email submissions should include "Utility Billing Clerk" in the subject line.

APPENDIX A

AFSCME SALARY SCHEDULE 2022-2025

FISCAL YEAR 2022 (3.25% Increase)											
PAY GRADE	STEP A	STEP B	STEP C	STEP D	STEP E	STEP F	STEP G	STEP H	STEP I	STEP J	STEP K
1	38,520.75	39,766.36	41,010.20	42,250.53	43,492.63	44,736.48	45,975.06	47,217.15	48,464.53	49,718.45	51,416.00
2	41,694.82	43,030.58	44,372.81	45,720.31	47,062.55	48,410.05	49,754.05	51,099.80	52,443.79	54,017.11	55,637.63
3	45,035.15	46,486.06	47,939.23	49,395.66	50,850.33	52,303.25	53,754.40	55,212.99	56,663.75	58,363.67	60,114.58
4	47,879.46	49,422.01	50,964.52	52,508.80	54,053.07	55,599.10	57,143.36	58,684.14	60,231.92	62,038.88	63,900.04
5	52,865.45	54,750.54	56,632.13	58,517.23	60,402.33	62,285.68	64,167.27	66,054.12	67,937.46	69,975.60	72,074.87
5W	55,411.60	57,296.70	59,178.30	61,063.39	62,948.50	64,831.84	66,713.43	68,600.28	70,483.62	72,598.14	74,776.09
6	56,458.20	58,480.34	60,502.48	62,521.11	64,539.72	66,563.62	68,582.23	70,600.86	72,619.48	74,798.06	77,042.00
7	59,599.44	61,737.54	63,879.13	66,017.23	68,158.84	70,295.17	72,436.76	74,578.37	76,719.97	79,021.57	81,392.72
7W	62,145.61	64,283.71	66,425.30	68,563.40	70,705.00	72,841.34	74,982.93	77,124.53	79,266.14	81,644.12	84,093.45

FISCAL YEAR 2023 (2.75% Increase)											
PAY GRADE	STEP A	STEP B	STEP C	STEP D	STEP E	STEP F	STEP G	STEP H	STEP I	STEP J	STEP K
1	39,580.07	40,859.93	42,137.98	43,412.42	44,688.67	45,966.73	47,239.37	48,515.63	49,797.30	51,291.21	52,829.94
2	42,831.16	44,213.92	45,593.07	46,977.62	48,356.77	49,741.33	51,122.28	52,505.04	53,886.00	55,502.58	57,167.66
3	46,273.62	47,766.49	49,257.56	50,754.04	52,248.71	53,741.59	55,232.64	56,730.93	58,222.01	59,968.67	61,767.73
4	49,196.17	50,781.11	52,366.04	53,952.79	55,539.53	57,128.08	58,714.80	60,297.95	61,888.30	63,744.95	65,657.29
5	54,319.25	56,256.18	58,189.51	60,126.45	62,063.40	63,998.53	65,931.87	67,870.60	69,805.74	71,899.93	74,056.93
5W	56,935.42	58,872.36	60,805.70	62,742.64	64,679.58	66,614.72	68,548.05	70,486.79	72,421.92	74,594.59	76,832.43
6	58,010.81	60,088.54	62,166.29	64,240.44	66,314.56	68,394.12	70,468.24	72,542.39	74,616.52	76,855.00	79,160.66
7	61,238.43	63,435.32	65,635.81	67,832.71	70,033.20	72,228.29	74,428.77	76,629.28	78,829.77	81,194.67	83,630.51
7W	63,854.61	66,051.51	68,251.99	70,448.89	72,649.39	74,844.47	77,044.96	79,245.45	81,445.96	83,889.34	86,406.02

FISCAL YEAR 2024 (2.5% Increase)											
PAY GRADE	STEP A	STEP B	STEP C	STEP D	STEP E	STEP F	STEP G	STEP H	STEP I	STEP J	STEP K
1	40,569.57	41,881.43	43,191.43	44,497.73	45,805.89	47,115.90	48,420.36	49,728.52	51,042.23	52,573.49	54,150.69
2	43,901.93	45,319.27	46,732.89	48,152.06	49,565.69	50,984.86	52,400.34	53,817.67	55,233.15	56,890.14	58,596.85
3	47,430.46	48,960.65	50,489.00	52,022.89	53,554.93	55,085.13	56,613.46	58,149.21	59,677.56	61,467.89	63,311.92
4	50,426.07	52,050.64	53,675.20	55,301.61	56,928.02	58,556.28	60,182.67	61,805.40	63,435.51	65,338.57	67,298.72
5	55,677.23	57,662.59	59,644.25	61,629.61	63,614.98	65,598.50	67,580.17	69,567.37	71,550.88	73,697.43	75,908.35
5W	58,358.81	60,344.17	62,325.84	64,311.20	66,296.57	68,280.09	70,261.75	72,248.96	74,232.47	76,459.46	78,753.24
6	59,461.08	61,590.76	63,720.45	65,846.45	67,972.42	70,103.98	72,229.95	74,355.95	76,481.93	78,776.38	81,139.67
7	62,769.39	65,021.21	67,276.70	69,528.53	71,784.03	74,034.00	76,289.49	78,545.01	80,800.52	83,224.53	85,721.27
7W	65,450.98	67,702.80	69,958.29	72,210.12	74,465.62	76,715.59	78,971.08	81,226.59	83,482.11	85,986.57	88,566.17

FISCAL YEAR 2025 (2.25% Increase)											
PAY GRADE	STEP A	STEP B	STEP C	STEP D	STEP E	STEP F	STEP G	STEP H	STEP I	STEP J	STEP K
1	41,482.39	42,823.76	44,163.23	45,498.93	46,836.52	48,176.01	49,509.81	50,847.41	52,190.69	53,756.39	55,369.08
2	44,889.73	46,338.96	47,784.38	49,235.48	50,680.91	52,132.02	53,579.35	55,028.57	56,475.89	58,170.17	59,915.28
3	48,497.64	50,062.26	51,625.00	53,193.40	54,759.91	56,324.54	57,887.25	59,457.56	61,020.30	62,850.92	64,736.44
4	51,560.65	53,221.78	54,882.89	56,545.90	58,208.90	59,873.80	61,536.78	63,196.02	64,862.60	66,808.69	68,812.95
5	56,929.96	58,960.00	60,986.25	63,016.28	65,046.32	67,074.46	69,100.72	71,132.63	73,160.78	75,355.62	77,616.29
5W	59,671.88	61,701.91	63,728.17	65,758.20	67,788.25	69,816.39	71,842.64	73,874.56	75,902.70	78,179.79	80,525.19
6	60,798.95	62,976.55	65,154.16	67,327.99	69,501.80	71,681.32	73,855.12	76,028.96	78,202.78	80,548.85	82,965.31
7	64,181.70	66,484.19	68,790.43	71,092.92	73,399.17	75,699.76	78,006.01	80,312.27	82,618.53	85,097.08	87,650.00
7W	66,923.62	69,226.11	71,532.36	73,834.04	76,141.10	78,441.69	80,747.93	83,054.19	85,360.46	87,921.27	90,558.91