

# SANGAMON COUNTY EMERGENCY TELEPHONE SYSTEM DEPARTMENT

2000 Shale., Springfield, Illinois 62703 Tel (217) 753-6839 Fax (217) 753-6372

David E. Dodson,  
Executive Director

Joe Powell, Chairman  
Al Swettman, Vice-Chairman  
Dick Rentschler, Member  
Robert Williams, Member  
Bill Russell, Member  
Eric Smith, Member  
Mike Midiri, Member

## NOTICE OF POSITION AVAILABILITY

### POSITION DESCRIPTION

Department: Sangamon County Emergency Telephone System Department

Position: Office Assistant

Days and Hours of Work: Monday through Friday  
9:00am to 5:00pm (half hour lunch, flexible)  
37.5 Hours per week

Grade: 5  
Salary Range \$25,867 to \$36,215

#### Reporting Relationships:

Position is authorized by the Sangamon County Emergency Telephone System Board. The Chain of Command is the Office Manager – then the Director of the Sangamon County Emergency Telephone System Department

#### Position Description:

The primary purpose of the Office Assistant is to directly assist the Office Manager and the Director in their day- to- day functions, and to act as support for the members of the ETSB and ETSD staff.

#### Requirements of the Job:

- Valid Illinois Drivers License;
- Ability to lift up to 15 lbs;
- Working knowledge of Microsoft Office and Microsoft Outlook
- Knowledge of basic accounting and billing procedures;
- Strong attention to detail;
- Strong telephone and interpersonal skills
- Portray a professional image
- Be able to type accurately;
- Be able to use a personal computer and multi-line telephone
- Be able to take accurate notes and messages
- Be able to maintain confidential files.

Duties:

1. Courteously and professionally answer all administrative calls, address questions, track calls;
2. Clerical/data entry;
3. Maintain applicant file/background checks in a secure environment, protect applicant person information as required by state law;
4. Update call handling agreements as required by the Illinois Emergency Telephone System Act and its related administration law;
5. Annually, file the Sangamon County ETSB annual report with the ICC and the Illinois Attorney General;
6. Maintain Mobile Data account balances, and maintenance agreements, and perform billing of the appropriate user agencies.
7. Using Microsoft Access and Excel, create and maintain multiple databases for any and all contact information used by the ETSD;
8. Track, maintain and distribution of all 9-1-1 tapes and subpoenas required by outside agencies;
9. In a timely manner, perform all filing for all ETSD staff as required by the Office Manager.
10. Perform all clerical support duties as required by ETSD staff.
11. At the direction of the Office Manager or Director, perform support duties for SCCDS;
12. When necessary, but at least daily, pick up mail and deliver supplies to the County Building Offices, the Sheriff's Office, SCDS, and other locations as required;
13. Under the direction of the Office Manager, track inventory and order all supplies for the ETSD and SCCDS, including keeping a reliable accounting of which supplies belong to each agency;
14. Twice monthly as bills and payroll are completed by the County and Office Manager, pick up checks, prepare for mailing or deliver, and mail or deliver as required;
15. Other duties as assigned by the Director, or other management staff, of the Sangamon County Emergency Telephone System Department.

Required Qualifications:

1. High School Education or GED, College preferred but not required;
2. Must pass Background Check
3. A familiarity with standard office practices and procedures ,and with commonly used office equipment;
4. The ability to work well with people, communicate clearly both orally and in writing and to deal tactfully with occasionally difficult situations;
5. Familiarity with data processing systems.

Please submit resumes to: Amanda Brewer  
C/O Sangamon County ETSD  
2000 Shale Ave  
Springfield, IL 62703

**Applications must be received in the Sangamon County ETSD Office By 2/10/12 at 5:00 p.m.**

Sangamon County is committed to the provisions of Equal Employment Opportunity and Affirmative Action to all applicants regardless of race, color, religion, ancestry, age, sex, marital or veterans' status, national origin, disability or any other legal protected status. Applicants will not be processed unless they are signed and dated by the applicant.