

Customer Support Specialist

Classification: Non-Exempt, Temporary

Pay Range: \$14 – \$15/hour

The Village of Union Grove is seeking qualified applicants for a temporary vacancy in the General Government/Administration Department at Village Hall.

The Customer Support Specialist serves all departments of the Village as primary point of contact for initial customer service inquiries over the phone, in-person at Village Hall and through General email inquiries. The Customer Support Specialist answers the Village's main telephone line and triages calls, providing answers when possible or redirecting the call as appropriate. The Customer Support Specialist receives and greets in-person customers at Village Hall, responds to questions or connects customers with another staff member who can provide additional information, and performs cashiering work. The Customer Support Specialist may be assigned administrative support work by the Administration and Finance Department and assists with special customer service projects in various departments as assigned.

This is a temporary position for a period of approximately three (3) months, beginning in November 2024, with no guarantee of continued employment after the temporary period. Business hours are Monday through Friday from 8:00am – 4:30pm with an average workweek of 24 hours. Scheduling may vary.

Application Process: Candidates should apply by submitting an application or resume, to Village Clerk, Stephanie Kohlhagen, by e-mail at skohlhagen@vi.uniongrove.wi.gov. Position is open until filled. An application is required with your resume and available online at <https://www.uniongrovewi.gov/village-government/employment-opportunities/>