

Job Title: Administrative Support & Records Specialist

Department: Administration / Municipal Utility Billing

Employment Status: Part -Time or Full-Time (Non-Exempt / Hourly)

Reports To: Office Manager/Mayor

Salary: Starting Pay \$16/per hour

FLSA Status: Non-Exempt

Position Overview

Under general supervision, the Administrative Support & Records Specialist performs technical, clerical, and administrative functions in support of municipal operations. The primary focus of this position entails executing a comprehensive municipal records digitization program, converting historical and active paper records into organized, searchable electronic formats in adherence to the Illinois Local Records Act (50 ILCS 205/). Additionally, this role serves as cross-functional administrative coverage, training in municipal utility billing, receiving customer utility accounts, front-counter citizen services, and routine village office support.

Essential Duties and Responsibilities

Records Management & Document Modernization:

- Scan, digitize, index, and organize permanent municipal records, including board minutes, ordinances, resolutions, historical utility records, easements, contracts, and municipal correspondence.
- Maintain metadata schemas, consistent naming conventions, and file directory structures to ensure fast retrieval of public documents.
- Assist administrative staff in cross-referencing digitized documentation to support Freedom of Information Act (FOIA) requests and municipal record retention audits.
- Ensure original and electronic files comply with statutory retention and disposal authorizations governed by the Illinois Local Records Commission.

Utility & Water Department Support:

- Train across all core utility billing workflows, including water customer account setup, meter reading intake, adjustment processing, and final utility reads.
- Receive, reconcile, and process daily water utility payments (cash, check, card) using municipal accounting software; issue receipts and maintain daily cash drawer balance.
- Address public inquiries regarding water consumption, bill explanations, payment assistance applications, and account transfers with professional discretion.
- Coordinate service disconnections, reconnections, and dispatch notifications with public works field crews.

General Administrative & Customer Service:

- Serve as primary or secondary front-office contact: answer telephones, route inquiries, greet visitors, and assist citizens with municipal permit applications and forms.
- Maintain strict confidentiality regarding sensitive resident account information, personnel matters, and municipal records.
- Perform related administrative duties and special projects as assigned by municipal administration.

Qualifications and Requirements

- **Education:** High school diploma or equivalent (GED) required. Associate degree or coursework in public administration, office systems, records management, or business administration preferred.
- **Experience:** Minimum of one (1) to two (2) years of clerical, office administration, or customer service experience preferred.
Technical Skills:
- Proficiency in high-speed scanning hardware and software (OCR processing, PDF batch manipulation).
- Competence in Microsoft Office Suite (Word, Excel, Outlook) and cloud-based file management systems.
- Aptitude to quickly learn specialized municipal utility billing and fund accounting software.
- **Core Competencies:** High attention to detail; excellent organizational habits; ability to operate independently on high-volume scanning workflows; strong verbal and written communication; ability to de-escalate public inquiries with tact.

Working Conditions & Physical Demands

- Typical municipal office environment with prolonged periods of sitting, data entry, and monitor use.
- Handling physical record storage, including lifting boxes of documents (up to 30 lbs), bending, stooping, and reaching to access archived filing cabinets.

Application Instructions & Verification Checklist

1. **Submit Application:** Interested applicants must submit a completed Municipal Employment Application, cover letter, and resume to:
2. **Mail / In-Person:** Cambria Village Hall, 302 S Richart, Cambria IL 62918
Email: [official email address]
3. **Pre-Employment Screening:** Final appointment is contingent upon successful completion of a comprehensive background check and pre-employment drug screening.
4. **Closing Date:** Open until filled. First review of applications begins on **November 20, 2026**.

The Village is an Equal Opportunity Employer (EOE) and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status.