



Job applications are currently being accepted for the following position:

Customer & Office Services Specialist

Job Summary:

This position is part of a team which provides effective customer service to clients and staff. The position supports corporate operations with mail services, copy center operations, ordering supplies and other support work for the organization and programs.

Job Duties include:

- ❖ Greets and registers clients for appointments and contacts internal staff of their arrival.
- ❖ Collects and routes all paperwork that is dropped off at the reception desk.
- ❖ Accepts rental payments and provides receipts.
- ❖ Answers telephone calls and responds to inquires concerning services and operations.
- ❖ Enters client data into computerized data base.
- ❖ Orders all office supplies and ensures reasonable levels of inventory are maintained.
- ❖ Receives and processes incoming mail, internal mail, and outgoing mail.
- ❖ Operates photo copiers and provides large volume photo copy services to the organization.
- ❖ Provides assistance with special projects.
- ❖ Conducts annual client background checks.
- ❖ Initiates annual verifications of client data.
- ❖ Scans client information files for the Housing Choice Voucher Program in a timely and efficient manner.
- ❖ Reviews and notarizes client documents for ICS programs.
- ❖ Assist with clerical duties as requested by Manager.
- ❖ Participates in team meetings.
- ❖ Engagement in company sponsored events (i.e. Ladder of Hope)

Qualifications:

- ❖ Prefer Associate Degree in Administrative Professional Program and/or Customer Service Certificate.
- ❖ Wisconsin Notary or ability to obtain it.
- ❖ 1-2 years of experience in a front-end Customer Service/Receptionist role preferred.
- ❖ Experience with low-income or otherwise disadvantaged groups of people helpful.
- ❖ Bilingual highly desired.

Applications accepted until the position is filled. Send resume and cover letter to hr@ics-gb.org or U.S. Mail to the address below:

Integrated Community Solutions – Human Resources Dept.
2605 S. Oneida St., Suite 106
Green Bay, WI 54304