



Part Time Neighborhood Services Specialist  
Alderpersion Rossana Rodriguez-Sanchez  
33rd Ward, City of Chicago

### **Description**

The Office of Alderwoman Rossana Rodriguez-Sanchez is seeking a detailed Neighborhood Services Specialist. This is a part-time contract position responsible for assisting the Director of Neighborhood Services in the delivery of timely and quality resident services; acts as a liaison to municipal, state, and federal agencies; answers the office phone and responds to resident requests for general information, and other inquiries; and answers casework correspondence and verbal communications with residents.

### **Working conditions and compensation:**

- This is a part-time hourly position; compensated at \$20/hr for up to 28 hours per week
- You must be a resident of the City of Chicago in order to apply
- Work is performed in an office environment
- Ability to work in a shared office space without an expectation of privacy
- The ideal start date is Jul 11, 2022

### **Required Qualifications**

- Bilingual in Spanish and English

### **Preferred Qualifications**

- Comfort working both independently and as part of a staff team
- Experience working in City services
- Experience conducting community outreach

*\*If you meet any combination of the above qualifications, with any degree of experience, you are welcome to apply.*

### **Responsibilities** *(all responsibilities will have the guidance of the Director of Neighborhood Services)*

- Responds to resident calls and e-mail, and handles casework assignments
- Screens and refers cases, when appropriate, to other agencies and offices
- Greets visitors to the ward office
- Submit service requests in the 311 system and create service tickets in the Jira software
- Process services requests reports from the 311 system
- Maintain daily email and phone communications with the staff
- Responds to resident requests for information
- Maintains ward office reception area
- Drafts both form and individual responses to resident mail and email in coordination with The Director of Neighborhood Services
- Conduct community outreach

- Check in regularly with the Director of Neighborhood Services and the Chief of Staff on the progress of your work.
- Performs other duties as assigned

**Time frame**

This position is set to begin immediately upon hiring with an ideal start date of July 11, 2022. This position is set to conclude in May 2023. The Neighborhood Services Administrator is expected to work 28 hours per week. Hours will be scheduled during our regular office hours but will require occasional after hours and weekend work to attend community events.

**How to apply**

Please fill out the google form here to begin your application: <https://bit.ly/33rdWardHiring>

**Applications are due July 4th 2022 at 11:59pm.**

If you should have any trouble filling out the google form please contact Veronica Tirado at [veronica@33rdward.org](mailto:veronica@33rdward.org).