



**SUSANA A. MENDOZA**  
ILLINOIS STATE COMPTROLLER

**CAREER OPPORTUNITY  
NOTICE OF VACANT POSITION**

**Position Title: Customer Service Representative**  
**Division: Chicago Operations**  
**Department: Local Debt Recovery Program**  
**Section: Government & Community Affairs**

**Full-Time: Monday - Friday**  
**Salary: \$45,000- \$60,000**  
**Union: Non Union/Exempt**  
**Posting Number: 21-045**

**Description on Duties/Essential Functions:**

Under the general direction of the Supervisor for the Local Debt Recovery Program, performs a variety of duties for the LDRP Call Center and Online Protest. Job duties include answering incoming calls and providing debtors with information related to their claim(s), protest intake and response process, research into claims by using various databases to identify debtor and claim information and responding to debtor letters. Other duties include; handling Spanish speaking inquiries, managing claim files, and scanning files onto online database.

**Minimum Requirements:**

Requires knowledge, skill, and mental development equivalent to completion of high school. Requires experience equivalent to four years of progressively responsible administrative and customer service experience in a public or private organization. Requires a thorough knowledge of effective communication techniques, organizational skills, and knowledge of computer programs. In addition to English, requires the ability to communicate effectively in reading, writing, and speaking Spanish. Any equivalent combination of training and experience as listed above may be acceptable.

**Work Location/Hours:**

Illinois Office of Comptroller  
James R. Thompson Center  
100 West Randolph, STE 15  
Chicago, IL 60601

**How to Apply:**

Submit a completed State of Illinois Comptroller application to the address listed below by the posting closing date. Applications can be found on IL State Comptroller Susana A. Mendoza's website, <http://illinoiscomptroller.gov/employment/>.

**A detailed resume may be included but should not replace the application.**

**No other applications, including the "CMS100" will be accepted.** Completed and signed applications should be mailed or emailed to:

**Office of Human Resources**  
[Incoming@Illinoiscomptroller.gov](mailto:Incoming@Illinoiscomptroller.gov)  
**IL Office of Comptroller**  
325 West Adams  
Springfield, IL 62704

**Last date to apply: Continuous posting**

**The Illinois Office of Comptroller is an Equal Opportunity Employer.**