



## **Lake County Job Opportunities are here!**

We're rolling out our weekly newsletters with various job opportunities and professional groups. Lake County is always growing and looking to take on new employees for a multitude of openings.

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### **Open Positions For College of Lake County**

**Librarian**

**Anthropology**

**Staff Psychologist**

**Office Associate, Counseling, Advising, & Transfer Center**

**Enrollment Services Generalist**

**Police Officer - Pool**

**HVAC Engineer (Second Shift)**

**Adjunct Faculty, Education**

**Political Science**

**Nurse Assisting**

**Communication Specialist**

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## BLACK CHAMBER OF COMMERCE OF LAKE COUNTY

### SMALL BUSINESS & CONTRACTOR'S ACADEMY

#### Weekly Activities and Assignments

Week 1 Tuesday, February 23, 2021 Entrepreneurship Leadership Marvin Bemby Certified John Maxwell Trainer, Speaker and Executive Coach	<ul style="list-style-type: none"> <li>• Understanding of influence and other leadership principles</li> <li>• How can you add value to those you serve?</li> <li>• Five levels of Leadership</li> </ul>
Week 2 Tuesday, March 2, 2021 Business Organization \ Business Plan Instructor: Sharon Allen, MBA	<ul style="list-style-type: none"> <li>• Review of Business Plan: Marketing Overview (Product Definition, Promotional Mix, Competition, SWOT)</li> <li>• Why businesses fail and why they succeed</li> </ul>
Week 3 Tuesday, March 9, 2021 Sales & Marketing Instructor: Sharon Allen, MBA	<ul style="list-style-type: none"> <li>• Review of Business Plan: Marketing Strategy &amp; Development, Personal Selling</li> <li>• Developing the marketing plan that includes                             <ul style="list-style-type: none"> <li>○ Products/Services</li> <li>○ Pricing strategy</li> <li>○ Place/Distribution strategies</li> <li>○ Promotions/Advertising strategies</li> </ul> </li> </ul>
Week 4 Tuesday, March 16, 2021 Business Accounting Instructor: Harral Allen, MBA	<ul style="list-style-type: none"> <li>• Generally Accepted Accounting Principles</li> <li>• Review and understanding of financial statements</li> </ul> Discussion of tax forms, what and how to file
Week 5 Tuesday, March 23, 2021 Profitability Instructor: Harral Allen, MBA	<ul style="list-style-type: none"> <li>• Profitability environment</li> <li>• Setting prices, considering costs, establishing the 'right' price in the marketplace</li> </ul>
Week 6 Tuesday, March 23, 2021 Hiring & Training Instructor: Arthur Jones, M.Ed PMP	<ul style="list-style-type: none"> <li>• General Human Resource Issues</li> <li>• Team Building</li> <li>• Equal Opportunity Employer</li> </ul> Hiring, training, and maintain a staff
Week 7 Tuesday, March 30, 2021 Growth & Development Instructor: Arthur Jones, M.Ed, PMP	<ul style="list-style-type: none"> <li>• Developing growth strategies (personally and professionally)</li> <li>• Business Process: Checks &amp; Balances</li> <li>• Know your Rights</li> </ul>
Week 8 Tuesday, April 6, 2021 Bonding and Insurance Instructor: Nelson Tate Insurance Agent	<ul style="list-style-type: none"> <li>• Understanding Bonding and Insurance. What is the difference?</li> <li>• The importance of business insurance</li> <li>• Types of business insurance</li> </ul>

Construction Contractors are required to attend additional 8 weeks in Construction Management Courses:

Bidding, Estimating, Cost Accounting, QuickBooks, Certified Payroll, Contract Agreements, Invoicing

[Click To Download Form](#)

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# NOW HIRING TEMPORARY WORKERS

Express is seeking assistants for an 8-week assignment in the Round Lake area!

The area of Lake County needs your contribution to stop the spread of COVID-19. In this assignment, you will be assisting anyone that is registering for the vaccine. You could be assigned to any of the following:

- **Runner**
- **Medical Dispenser**
- **Greeter**
- **Screeener**
- **Registration Aide**
- **Waiting Room Attendant**
- **Parking Attendants**

**Monday-Friday 1 PM-9 PM**  
**\$18/hr - Weekly Pay**

Ask about our referral bonus program and perfect attendance gift cards! Upon successful completion of this assignment, you will be entered for a chance to win a flat screen TV.

*Call us today for more details!*



(847) 782-7268

2728 Grand Ave Waukegan, IL  
[ExpressPros.com/WaukeganIL](http://ExpressPros.com/WaukeganIL)

**Express**  
EMPLOYMENT PROFESSIONALS



## **Job Announcement**

**Announcement Date:** January 8, 2021

**Position Title:** Client Service Assistant / Data Entry

**Department:** CSBG – Community Service Block Grant

**Location (s):** Round Lake, Waukegan

**Position Type:** Full Time/Regular – Full Year

**Hours Available:** Monday – Friday / 8:30 am – 5:00 pm

**Reports to:** Systems Operations Manager

**MAJOR RESPONSIBILITIES:** *Other duties may be assigned*

Provide administrative support to CSBG case management and leadership team members. Provide program information to clients as directed by department leadership. Process client information for programs. File client information and data. Assist with client reception coverage as directed and answer questions about organization programs. Provide callers with address, directions and other vital information.

**ESSENTIAL DUTIES:**

- Enter and retrieve client information for reporting and tracking.
- Receive and prepare outgoing and interoffice mail for the team.
- Perform other administrative support duties as required, such as completion of word processing assignments, filing, mailing, photocopying and collating.

**QUALIFICATIONS:**

- Proficiency in computer skills
- Good communication skills
- Demonstrated ability to deal appropriately with difficult clientele
- Bi-lingual is a plus, but not required
- High School Grad/GED
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are a representation of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Equal Opportunity Employer***

rv 1/7/2021



## **Job Announcement**

**Announcement Date:** January 8, 2021

**Position Title:** Receptionist

**Department:** Agency

**Location (s):** Round Lake, Waukegan

**Position Type:** Full Time/Regular – Full Year

**Hours Available:** Monday – Friday / 8:00 am – 4:30 pm or 8:30 am – 5:00 pm

**Reports to:** Systems Operations Manager

**MAJOR RESPONSIBILITIES:** *Other duties may be assigned*

Operate telephone system to answer incoming calls, greet clients and visitors, and direct callers to appropriate personnel by performing the following duties.

**ESSENTIAL DUTIES:**

- Retrieve messages from voice mail and forward to appropriate personnel.
- Operate multi-line telephone system. Answer incoming calls, determine purpose of callers and forward calls to appropriate personnel or department.
- Welcome on-site visitors and clients, determine nature of business and inform appropriate personnel.
- Receive and prepare outgoing mail.
- Perform other clerical duties as needed, such as filing, photocopying and collating documents.

**QUALIFICATIONS:**

- Excellent communication skills
- Proficient in data entry and in computer skills
- Demonstrated ability to deal appropriately with difficult clientele
- Bilingual preferred
- High School Grad/GED
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are a representation of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Equal Opportunity Employer***

rv 1/7/2021



## **Job Announcement**

**Announcement Date:** January 8, 2021

**Position Title:** Client Service Representative

**Department:** LIHEAP – Low Income Home Energy Assistance Program

**Location (s):** Round Lake, Waukegan

**Position Type:** Full Time/Regular – Partial Year (9-10 months)

**Hours Available:** Monday – Friday / 8:00 am – 4:30 pm

**Reports to:** Systems Operations Manager

**MAJOR RESPONSIBILITIES:** *Other duties may be assigned*

Interview and complete assessment process on clients applying for assistance. Enter data into computerized intake system. Secure appropriate documentation from clients to determine income and residency eligibility for participation in agency support service programs. Maintain client files and ensure accuracy of all information therein. Provide client with energy program information, including utility rights and responsibilities, energy conservation, program requirements and other available program services. Refer clients to community resources and other organizations.

**ESSENTIAL DUTIES:**

- Maintain all records necessary for the implementation of this program in an orderly and easily retrievable manner.
- Enter data into State computer system.
- Counsels client on availability and suitability of energy programs after examining client income and utility histories.

**QUALIFICATIONS:**

- Excellent communication skills
- Proficient in data entry and in computer skills
- Ability to work well with others
- Knowledge of consumer rights/responsibilities preferred
- Demonstrated ability to deal appropriately with difficult clientele
- Bilingual preferred
- High School Grad/GED
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are a representation of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Equal Opportunity Employer***

rv 1/7/2021



Our client in Northbrook, IL is seeking 40 Customer Service Representatives! They are one of the fastest growing companies in the United States, and one of the largest online retailers.

This position will be remote until further notice.

Pay: \$15/hr.-\$16/hr. depending on experience.

Hours: 40 hours

Possible shifts: 8am – 5pm, 9am – 6pm, 10am – 7 pm, and 11 am – 8 pm.  
1-2 weekends a month (only Saturday's)

**Why work here?**

- Free gym on site, and free coffee every day!
- Massage chairs and nap pods and XBOX available for all employees!
- Really relaxed culture!
- Casual dress code: jeans five days a week!
- Tons of room for growth, over five different departments!
- Three-week paid training.
- Full Benefits package plus PTO once permanent.
- Shuttle bus available for public transportation commuters (to and from Metra station).
- Upselling bonuses rewarded based on performance once permanent.

**Requirements:**

- 1+ years of customer service experience (open to background- no office experience required).
- Background check required (no drug screen).
- Ability to type 30-40 WPM.
- Great personality, ambitious and driven!
- Good written and speaking skills.

**Job Responsibilities**

*Telephone Response Team*

- Handle anywhere between 50-60 calls
- Assist customers with orders.
- Resolve customer issues
- Upsell products to existing companies.

**How do I apply?**

*If this sounds like something you'd be interested or would like to hear more about, let's connect!  
Please, forward your resume to [sbahena@advancedresources.com](mailto:sbahena@advancedresources.com).*

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Our client, located in Libertyville, is seeking five (10) **Credit Administrators/Collection Specialists** to work Monday-Friday. This role pays **\$16.25/hr.-\$17.25/hr.** **Please note that due to COVID this role will start training and working remote and then return onsite.**

**What's in it for you?**

- Immediate work from home opportunity during the pandemic (will be onsite in the future)
- Reputable company with a casual environment (jeans) five days/week.
- Bagel breakfast catered in monthly for the company.
- Fitness center onsite (free to all employees).
- Annual black tie holiday dinner.
- Summer picnic.
- Comprehensive health benefits package, vehicle leasing program and PTO, once permanent.

**Job Responsibilities:**

The position is responsible for effective collection techniques, of delinquent and retail accounts while providing quality customer service:

- Contact customers through use of an auto dialer to determine the reason for delinquency, verify all information, and evaluate the customer's willingness and ability to pay, resolve the account to current status or institute measures to conclude the account satisfactorily.
- Effectively handle inbound calls by negotiating corrective action on delinquent accounts to ensure most profitable resolution while maintaining acceptable handle times.
- Locate through effective skip tracing techniques customers and collateral to minimize potential loss situations while taking part in Roll (50-60 days past due) campaigns.
- Make timely recommendations of corrective action to be taken to resolve delinquency.
- Maintain follow up on required customer insurance coverage and institute corrective action when deficient coverage is discovered.
- Approve extensions, deferments and due date changes within authorized limits to promote customer performance of contractual obligations.
- Investigate and resolve customer inquiries and complaints to mutual satisfaction of company and customer.
- Resolve delinquent accounts in an ethically responsible manner by mitigating losses and maximizing receivable income.

**Experience:**

- 1+ years customer service.
  - Bachelor's degree preferred but not required.
-

Our client is looking for 2 Customer Service Advocates to join their team. This company is one of the fastest growing healthcare organizations.

This role will be remote until further notice and then it will sit in Lincolnshire, IL.

**Shift options:**

Monday, Tuesday, Friday, Saturday and Sunday- 6:00 a.m.-2:30 p.m.

Monday, Tuesday, Friday, Saturday and Sunday- 2:00 p.m.-10:30 p.m.

Pay: \$20-\$21/hr.

**Job duties:**

- Provide superior customer care by troubleshooting customer/patient issues relating to product, services, and patient enrollment.
- Respond to inquiries, complete order fulfillment and provide information to external and internal customers and accounts.
- Maintain a positive attitude and working relationship with all customers, patients and associates.
- CRM Entry and compliance.
- Inbound and outbound call work as assigned.

**Requirements:**

- Bachelors or equivalent combination of education and 3+ years of customer service experience, preferably in healthcare.
- Proficient with Microsoft Office - especially Outlook; Word, Excel and PowerPoint preferred.
- Experience with Customer Relationship Management software; Salesforce.com preferred but not required.
- Candidates must possess strong verbal and written English communication skills.
- Must be flexible, able to adapt quickly and positively to change, able to handle a fast-paced growth company environment.
- Strong evidence of great customer service via phone, e-mail, fax or web modalities.
- Must be patient and customer focused, demonstrating professionalism in stressful situations.
- Must have the ability to multi-task.
- Must demonstrate independent thinking and sound judgement skills not covered specifically in manuals or procedures.

**How do I apply?**

*If this sounds like something you'd be interested or would like to hear more about, let's connect!  
Please, forward your resume to [sbahena@advancedresources.com](mailto:sbahena@advancedresources.com).*

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Our client, located in Long Grove, is currently seeking Client Account Managers to join their growing team. The position is 100% remote from day 1!

**Hours:** Monday - Friday, 8am-4:30pm or 8:30am-5pm

**Hourly rate:** \$17/hr.

**Daily tasks include:**

- Research open items and resolve issues, navigating and escalating the issue through the appropriate departments and response teams.
- Document the servicing system by using the tasking application and following organizational guidelines for system documentation.
- Provide written confirmation and documentation of completed research and outcomes.
- Actively participate in identifying process improvement opportunities within the department.

**Required Qualifications:**

- High school diploma or equivalent
- Banking or mortgage experience a plus
- Strong problem-solving skills and attention to detail/accuracy
- Ability to handle multiple tasks simultaneously in a fast-paced, high-volume environment
- Effective verbal and written communication skills
- Outstanding customer service skills.

For further consideration please forward your resume to [sbahena@advancedresources.com](mailto:sbahena@advancedresources.com).

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DIVISION OF  
*Transportation*  
LAKE COUNTY, IL

Are you looking for a challenging role within an organization that provides flexible hours, rewarding compensation and an excellent benefit package? If so, Lake County Government is the place for you. Comprised of nearly 3,000 employees, it is our goal to positively serve the residents of Lake County while working with a purpose. We believe our employees should take pride in the work they accomplish while truly respecting a collaborative work environment. Do you have a background in Civil Engineering? If so, this position could very well be for you:

Position: Principal Engineering Technician Design - DOT  
Location: Libertyville, Illinois  
Salary: \$22.18 – \$28.48 hourly  
Hours: Monday – Friday, flexible start/end time

**Job summary:** Under the guidance of a licensed Professional Engineer, this position develops plans, specifications, and estimates for resurfacing projects and contract maintenance projects. Knowledge of basic road resurfacing project design and construction practices is desired. Typical plan production tasks include developing base plan and profile sheets, cross-sections, details, standards, and miscellaneous drawings. You will need to communicate effectively with internal and external customers.

This position will also function as the Computer Aided Design (CAD) manager for the department. This work will include maintenance of MicroStation settings, line styles, cells, color tables, etc... and Geopak configurations. This position will also assist design engineers, survey crew, and resident engineers in resolving CAD related issues.

To be successful in this role individuals must have an associate degree or the equivalent of two years of college or vocational school education with coursework in civil engineering. A minimum of two years of related experience as an Engineering Technician is required. Applicants must have a valid Driver's License and a satisfactory driving record.

You will have endless opportunities to impact and make a difference within Lake County. Being able to build working relationships with employees, 30 countywide departments and the public, is sure to keep you interested and continuously learning.

Lake County offers a competitive salary and benefit package with performance-based incentive plans. We also offer flexible working hours, and a comprehensive wellness and training program. Visit our [Prospective Employee](#) page to get additional information on why you should work for Lake County! To learn more about the department you will be working for, visit [DOT](#). To learn more about other services Lake County provides and to see some of our employees in action visit our website to view [videos](#). If you need assistance writing your resume we have some tools to help you at our [Human Resources website](#).

Any offer of employment is conditioned on the successful completion of a background screening, drug and alcohol testing, and may include a pre-employment medical exam.

Lake County is an Equal Opportunity Employer

Tracking Code: DOT.29019  
Position Type: Full-Time/Regular  
Applications will be accepted: Until Filled

**Apply Now**



Are you looking for a challenging role within an organization that provides flexible hours, rewarding compensation and an excellent benefit package? If so, Lake County Government is the place for you. Comprised of nearly 3,000 employees, it is our goal to positively serve the residents of Lake County while working with a purpose. We believe our employees should take pride in the work they accomplish while truly respecting a collaborative work environment. Do you have a background in custodial services? If so, this position could very well be for you:

**Position: Custodian**  
**Location: Waukegan, IL**  
**Salary: \$11.91 to \$14.29 per hour**

**Job Summary:** Becoming a custodian would allow you to be involved with keeping work spaces in good and environmentally healthy condition within local government, ranging from general labor tasks; removing trash, cleaning open office spaces, private offices, restrooms, window cleaning, and deep cleaning carpeting and tile floors. Your schedule will be Monday through Friday from 5:00pm to 1:30am. You will have endless opportunities to impact and make a difference within Lake County. Being able to build working relationships with employees, 30 countywide departments and the public, is sure to keep you interested and continuously learning.

In order to be successful in this role you should have a High School diploma/GED degree and good standing employment experience. Individuals should have a working knowledge of housekeeping related experience, stocking supplies, using cleaning chemicals, using personal protective equipment and power tools; possess the ability to effectively problem solve and have the ability to work both individually and in a team atmosphere.

Lake County offers a competitive salary and benefit package with performance-based incentive plans. We offer a comprehensive wellness and training program.

Visit our [Prospective Employee](#) page to get additional information on why you should work for Lake County!

To learn more about the department you will be working for, visit [Finance and Administrative Services](#). To learn more about other services Lake County provides and to see some of our employees in action visit our website to view [videos](#).

If you need assistance writing your resume we have some tools to help you at our [Human Resources website](#).

Any offer of employment is conditioned on the successful completion of a background screening, drug and alcohol testing and may include a pre-employment medical exam.

Lake County is an Equal Opportunity Employer

Job Location: Waukegan, Illinois, United States  
Position Type: Full-Time/Regular  
Applications will be accepted: until filled  
Tracking Code: 216885-924

**Apply Now**

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State Representative Rita Mayfield | 847-599-2800 | [E-mail](#) | [Website](#)