

# Veterans Assistance Commission of Kankakee County

581 William Latham Sr. Dr. Suite 302  
Bourbonnais, IL 60914  
PH 815-937-8489 ● Fax 815-937-3655  
www.k3countyvac.com

## Job posting: Receptionist

### Overview

The receptionist plays a crucial role as the first point of contact for clients, visitors, and employees. They are responsible for managing the front desk, providing excellent customer service, and ensuring smooth and efficient operations within the office. This position is primarily part-time with the flexibility of working full days/weeks a few times a year. Works directly under the supervision of the Superintendent and Assistant Superintendent. This position requires a confident, secure, intelligent, public speaker, with a positive attitude that fully understands and embraces that they are the first person that everyone sees or hears when they contact the VACKC.

### Key Responsibilities

- Greeting Visitors: Welcome visitors and clients, ensuring they feel valued and attended to upon arrival.
- Managing Phone Calls: Answering, screening, and directing phone calls to the appropriate individuals.
- Scheduling Appointments: Organizing and managing appointments, ensuring all bookings are accurately recorded according to VSOs availability and location and transportation to Hines VAMC.
- Handling Inquiries: Addressing general inquiries and providing information about the VACKC, Veterans Administration, and general veterans benefits.
- Mail and Package Management: Receiving, sorting, and making sure that it is all taken care of appropriately.
- Administrative Support: Assisting with various administrative tasks such as data entry, filing, and maintaining office supplies inventory.
- Maintaining Cleanliness: Ensuring the reception area is tidy and presentable, with all necessary materials readily available.
- Security Management: Maintaining confidentiality of veteran's records and conversations within the office. Monitoring access to the office, ensuring all security protocols are followed, and keeping calm under pressure.
- Calming Upset Veterans: Providing empathetic support and effectively calming upset veterans, ensuring their concerns are addressed with sensitivity and care.

### Qualifications

- Preferential hiring for veterans, veteran's spouses, or veteran dependents.
- Must be a Kankakee County resident
- Education: High school diploma or equivalent (required); additional qualifications in office administration are a plus.
- Previous experience in a receptionist or front desk role is preferred.
- Excellent verbal and written communication skills.
- Proficient in MS Office (Word, Excel, Outlook).
- Strong organizational and multitasking abilities.
- Professional appearance and friendly personality.
- Attention to detail and problem-solving skills.
- Ability to work independently while working within established guidelines and procedures.

# Veterans Assistance Commission of Kankakee County

581 William Latham Sr. Dr. Suite 302  
Bourbonnais, IL 60914  
PH 815-937-8489 ● Fax 815-937-3655  
[www.k3countyvac.com](http://www.k3countyvac.com)

## Working Conditions

- Typical part-time hours will be Monday – Friday 9-3 or 10-2.
- Some weekends and evenings may be required for events.
- Work is generally performed in a standard office environment.
- May have long periods of standing or sitting.

## Compensation and Benefits

- This is an hourly position. Rate will be \$15.00 an hour.
- All county employee benefits are listed here:  
<https://www.k3county.net/DocumentCenter/View/5429/Policy-and-Procedure-Manual>

## Application Process

Interested candidates should pick up an application at the Veterans Assistance Commission, 581 William Latham Sr. Dr. Suite 302, Bourbonnais. Completed application should be submitted with veteran's DD214, resume and a cover letter detailing their qualifications and experience.

Internal posting dates: May 4-8