



Ultrasound Technologist

St. Bernard Hospital and Health Care Center is committed to participate as an active partner in the well-being of the community we serve. Since our founding in 1904, St. Bernard Hospital and Health Care Center has been a continuously growing entity within Englewood and the Southside communities of Chicago.

Description:

The Ultrasound Technologist performs diagnostic sonographic examinations utilizing ultrasonic equipment to locate, evaluate, and record critical functional, pathological, and anatomical data. S/he schedules and coordinates tests; records test results, and prepare and maintain operational logs. The Ultrasound Technologist calibrates and maintains equipment and orders supplies when needed.

EOE

"A Tradition of Caring" since 1904.

Requirements:

Graduate from an AMA approved school of Radiologic Technology

A.R.R.T. certification required.

ARDMS (American Registry of Diagnostic Medical Sonographers) certificate.

Experience in performing NT (Nuchal Translucency) procedure.

Minimum of 2 years of Ultrasound Technologist experience

Meditech computer experience is a plus.

Knowledge and ability to use automated and conventional radiology equipment.

Qualified candidates must be familiar with standard concepts, practices, and procedures within their field.

Applicants may submit [downloaded employment applications](#) and resumes in the following ways:

Email: employment@stbh.org

Fax: (773) 962-0034

Mail:

Human Resources Department

St. Bernard Hospital

326 West 64th Street

Chicago IL, 60621

4800 W. Chicago Avenue, Chicago, Illinois 60651
773.378.5902 fax 773.378.5903

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Job Title: Office Associate - Opt 2 UNIT 5

Agency: Human Services

Closing Date/Time: Tue. 03/31/15 4:00 PM Central Time

Salary: \$2,935.00 - \$4,065.00 monthly

Job Type: Full-Time

Location: Lake County, Illinois

Number of Vacancies: 1

Plan/BU: RC014 Bid ID#: 10-70-15-0010

Description of Duties/Essential Functions Benefits Supplemental Questions
Performs all clerical duties as assigned by the Unit Administrator, gathers reports and materials sensitive in nature, types complex correspondence, completes all filing, completes timesheets, composes and prepares memorandums and letters, and assists with all clerical duties required. May be assigned other duties that are within the scope of the duties of this position and as needed by the Administrator and facility.

Minimum Requirements:

Requires ability to type 45 wpm and be knowledgeable in computers and various software programs. Requires knowledge, skill, mental development equivalent to completion of high school and 2 years related office experience. Requires knowledge and understanding of facility policies and procedures; extensive knowledge of grammar, spelling, and punctuation; and ability to operate office equipment and perform routine maintenance.

Typing test given at James Thompson Center, 100 W. Randolph, Chicago, IL, St 3-300, phone number: 312-793-3565. Typing test results must be submitted with your application.

Work Hours & Location/Agency Contact:

Hours of work: Monday - Friday 8:00am - 4:00pm

Contact: Dawn English, Human Resources

Ann M. Kiley Center 1401 W. Dugdale Rd. Waukegan, IL 60085

FAX: 1-847-249-0722

HOW TO APPLY: Current state employees: submit CMS100B promotional application (if applicable) with copy of your typing test to Kiley Center (fax above) and CMS in Springfield (address on application) to obtain a qualifying grade. NON-state employees: submit a CMS100 application with copy of your typing test to Kiley Center and CMS (as mentioned above) to obtain a qualifying grade. Bids MUST be received by COB on 3/31/15.

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Job Title: Technical Advisor II

Agency: Juvenile Justice

Closing Date/Time: Fri. 03/27/15 5:00 PM Central Time

Salary: \$3,528.00 - \$7,247.00 monthly

Job Type: Full-Time

Location: Kane County, Illinois

Number of Vacancies: 1

Plan/BU: MG010 Bid ID#: IDJJ27-00-15-0131

Description of Duties/Essential Functions Benefits Supplemental Questions
Under direction of the Assistant Chief Legal Counsel, Senior Public Service Administrator, prepares for and represents the Department and/or Department staff in administrative or quasi-judicial hearings, including prisoner review board (PRB) and employee review hearings, conducts investigations in preparation for hearings, conducts research regarding legal impacts on the Department, advises Department staff on relevant legal issues, summarizes and prepares reports on research findings and hearing results and other matters.

This position is exempt from the bargaining unit.

Minimum Requirements: Requires license to practice law in Illinois, working knowledge of judicial and quasi-judicial procedures and rules of evidence, working knowledge of state and federal law, working knowledge of principles of administration and management, ability to conduct legal research, utilize basic computer programs including Microsoft Office. Requires some in-state travel and possession of valid drivers' license.

Work Hours & Location/Agency Contact:

Work Hours: Monday through Friday 8:30am-5:00pm

Work Location: 3825 Campton Hills Rd, St. Charles, IL 60175

Agency Contact: Ms. Shae Bruce / Public Safety Shared Services

1301 Concordia Court, Springfield, IL 62794 Phone: 217-557-6015

How to Apply: This position is not subject to Central Management Services (CMS) testing procedures; therefore, no application needs to be submitted to CMS, Division of Examining and Counseling, for grading. All interested applicants must submit a CMS-100 employment application directly to the Agency Contact listed above prior to the end of the posting period. For more information, please refer to the Work4Illinois website at Work.Illinois.Gov and select 'Application Procedures'. Additional information may also be obtained from the Agency Contact listed above or by contacting CMS, Division of Examining and Counseling at Work4Illinois@Illinois.gov or (217) 782-7100, (217) 785-3979 (TDD/TTY), (800) 526-0844 (TTY Only).

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Job Title: Accountant I

Department: Finance

Shift: 1st

Full/Part: Type 1 (72-80 Hrs/PP)

Job Number: 2015-0453

Job Description:

Rush University Medical Center (RUMC) announces its search for an Accountant to join the Finance Department at RUMC. Under general direction, the Accountant performs miscellaneous accounts receivable billing duties including creating invoices, reviews and reconciles payment activity, journal entries, and other tasks as required related to various miscellaneous billings for the organization as well as other account reconciliation activity.

Knowledge, Skills and Abilities:

Bachelor's degree in Accounting or an equivalent combination of education and experience required.

Two to five years of accounting or bookkeeping experience required.

Intermediate knowledge of Excel and Microsoft Office required.

Ability to prioritize and handle multiple tasks in a changing work environment.

Exceptional written and verbal communication skills.

Ability to work independently under general direction as well as work collaboratively as part of the accounting team.

Ability to understand agreement terms and conditions and create understandable invoices to ensure prompt payment.

Rush University Medical Center is an Equal Opportunity Employer that welcomes and encourages all applicants to apply regardless of age, race, sex, religion, color, national origin, disability, veteran status, sexual orientation, gender identity and/or expression, marital or parental status, ancestry, citizenship status, pregnancy or other reason prohibited by law.

Apply online at

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Job Title: Biller -Vyridian

Department: Vyridian P&L

Shift: 1st

Full/Part: Type 1 (72-80 Hrs/PP)

Specialty: Billing

Job Number: 2015-0477

Job Description: The Biller is responsible for processing all billing related functions within the revenue cycle department. This includes data entry of charges into EPIC, processing actions to release charges from EPIC and day to day functions related to financial correspondence received.

Position Qualifications Include:

High School diploma or GED equivalent required.

Associates degree or higher preferred.

At least two years work experience in an office setting required.

Previous work experience in healthcare billing preferred.

Previous experience with an electronic medical records system is preferred.

Previous experience with hospital system billing software (i.e. - patient demographics, charge entry, insurance carrier information, and doctor information) required.

Ability to demonstrate a working knowledge of Microsoft Office software, including Word and Excel is required (testing required).

Ability to demonstrate strong communication, organizational, problem-solving and team player skills required.

Ability to act independently and conscientiously as necessary in analyzing, reconciling, and updating billing data and records required.

Ability to demonstrate a high level of professionalism, customer service, interpersonal skills and strict confidentiality with patients and colleagues required.

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Job Title: Community Engagement Coordinator

Department: COMMUNITY ENGAGEMENT

Shift: 1st

Full/Part: Type 1 (72-80 Hrs/PP)

Job Number: 2015-0391

Position Highlights: The Coordinator, Community Engagement is responsible for program management within the Community-Based Practices, Rush Community Service Initiatives Program (RCSIP), and other community engagement initiatives in a manner that promotes and provides volunteer activities that are open to all Rush students, faculty, and staff, provides need based community services to diverse populations, demonstrates outcomes, and supports the mission of Rush University Medical Center. The individual who holds this position exemplifies the Rush mission, vision and values and acts in accordance with Rush policies and procedures.

Position Responsibilities: Developments, implements, and manages healthcare pipeline programs with Chicago Public School (CPS) partners. Recruits, trains, and orients student, faculty, and staff volunteers for healthcare pipeline programs. Aligns healthcare pipeline activities with external grant funders' requirements. Oversees RU Engaged Service Grant activities for healthcare pipeline programs. Schedules and facilitates RCSIP student leadership meetings. Maintains a well-organized and appropriately stocked RCSIP store room. Provides project management for RCSIP activities. Assists with the planning and management of the yearly RCSIP office workflow. Acts as a community engagement liaison within the Rush community and with external community partners. Assumes the lead liaison role between Rush student, faculty, and staff volunteers and CPS administrative partners for healthcare pipeline programs. Collaborates with key stakeholders to ensure comprehensive yearly RCSIP evaluations. Identifies healthcare pipeline outcome indicators. Ensures that metrics are collected and reported for all RCSIP events.

Position Qualifications Include: Bachelor's degree required.

One or more years of community or other related experience required.

Competent in the use of excel for outcome database management.

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Job Title: Manager, Internal Communications - Human Resources

Department: Human Resources

Shift: 1st

Full/Part: Type 1 (72-80 Hrs/PP)

Specialty: Communications

Job Number: 2015-0511

Job Description: Rush University Medical Center presents an opportunity for an Internal Communications Manager. The Internal Communications Manager will serve as a trusted partner to the Senior Vice President of Human Resources to help shape the culture and support and communicate key strategies to the medical, research and academic professionals who serve Rush patients and students. He/she will develop communication strategies, planning and execution for all key areas of the HR department, including supporting Rush's Mission, Vision and Strategies, with particular support of the "Best People" strategic pillar and enhancing employee engagement. Responsibilities include developing, writing and executing communications initiatives and programs developed by the HR team and/or in concert with the Rush Internal Communications team. Other responsibilities include implementing feedback and measurements for communications metrics and evaluating metrics to assess and improve communication content of future materials.

Knowledge: Bachelor's degree required; Master's degree preferred. At least seven years of communications experience in human resource communications, corporate communications and/or internal communications. Health care, academic or not-for-profit experience or familiarity with these industries also highly desirable. Experience with developing and managing implementation of large-scale communications strategies a must. Some experience with internal event planning. **Skills and Abilities:** Exceptional writing abilities, editing and project management skills. Understanding and development of internal social media tools. Excellent interpersonal skills including interacting effectively with all levels of management and staff and across diverse teams of colleagues. Familiarity with publication design and management. Demonstrated ability to manage multiple, complex projects; to work independently and under deadlines. Desire and proven capability to provide creative ideas and solutions to communications challenges. Passion to work and grow within a leading academic healthcare system.

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Job Title: Secretarial Coordinator

Department: OR Billing/Surg Information

Shift: 1st

Full/Part: Type 1 (72-80 Hrs/PP)

Job Number: 2015-0447

Position Highlights:

The Scheduling Secretary works with surgeon offices to schedule surgical and interventional radiology cases for the Perioperative & Interventional Services. The Scheduling Coordinator's primary job function is to schedule cases for the operating rooms and Interventional Radiology to ensure maximum utilization of resources.

Position Responsibilities: Schedules patients for surgery following OR/IR scheduling policies and procedures in order to ensure the effective use of operating/procedural rooms and staff. Demonstrates the ability to accurately assess the specific needs for various surgical procedures, including equipment, instruments, and staffing. Serves as a resource for other scheduling staff, clinic and OR/IR staff, and physicians regarding scheduling needs. Demonstrates ability to coordinate specialized equipment and staffing. Assists in the maintenance of scheduling software, including the preparation of reports. Participates in the training of new hire or cross training of staff to new and/or revised procedures. Provides backup for other scheduling coordinator's in absence. Applies departmental and Medical Center procedures and guidelines for scheduling and phone etiquette. Specific responsibility for Interventional Radiology Scheduling: Review all orders for appropriateness and initiates protocoling of patients for physician review. Schedules appropriate procedure based on physician protocol of order. Calls patients to confirm available times

Position Qualifications Include:

High school diploma/GED required

Strong typing skills required

Medical terminology preferred

Must have strong organizational and communication skills

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Maintenance Technician

Department: Buildings and Grounds

Type of position: Full-time

Schedule: Varies

Location: Chicago, IL

REPORTS TO: Director, Shipping/Receiving/Buildings & Grounds

STATUS: Full-Time, Hourly

LOCATION: Central Office

SPECIFIC ACTIVITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Responsible for general maintenance, upkeep, and repairs to provide a safe environment;
- Responsible for opening building – turning off the alarm system, unlocking doors, turning building lights on. Basically, preparing the building for that day's business.
- Maintains a regular schedule of all staff, mechanical inspections and service needs, as well as preventative maintenance activities; keeps records of all inspections and key maintenance activities;
- Performs troubleshooting and simple problem solving with electrical and plumbing systems; makes recommendations to Supervisor when outside technicians are necessary;
- Completes all work orders in a timely manner while providing detailed information regarding the task(s) performed.
- Keeps exterior of building, including sidewalks, garden, patio, and dog walk, neat and clean at all times; services turf, plants, and trees in a manner appropriate to weather conditions; assures that sidewalks, entrances, steps and other areas are safe during periods when rain, ice, and snow present a hazard;
- Regulates heat, ventilation and air conditioning systems to provide proper temperatures and to insure economical use of fuel, water and electricity;
- Checks daily to insure that all designated exit doors and panic hardware are functioning properly, and all other exit doors are secured;
- Closes the building, making sure that all offices are secured, lights are turned off, and alarm is set; checks all rooms for electrical appliances that may have been left on;
- Performs routine painting;
- Performs all duties with an attitude of safety and consideration for people with visual impairments;
- Performs other duties as assigned by Supervisor.

QUALIFICATIONS

- High school diploma or equivalent required;
- Vocational training or specialized skills certification in relevant areas required;
- At least 3 years of previous maintenance experience required;
- Dependability, self-initiative, and organizational skills required;
- Ability to lift up to 50 lbs. and operate equipment required;

Commitment to our mission of providing opportunities for people who are blind, visually impaired, deaf-blind, or multi-disabled is essential.

Apply online at <http://chicagolighthouse.org/careers>

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Janitor

Department: Buildings and Grounds

Type of position: Part-time

Schedule: varies

Location: Chicago, IL

Click Here to Complete Your Application

DEPARTMENT: Building & Grounds

REPORTS TO: Director Buildings & Grounds/ Shipping & Receiving

STATUS: Hourly/Part Time

LOCATION: Central Office

BASIC FUNCTION: Cleans and maintains agency building, grounds, furniture and equipment including sweeping, dusting, mopping and polishing floors, landscaping, snow removal, and disposal of trash.

PRINCIPLE RESPONSIBILITIES:

- Completes assigned daily work schedule, in addition to monitoring scheduled routine maintenance.
- Reports all damaged or broken equipment and suspected safety problems directly to supervisor.
- Sweeps, mops and waxes floors; vacuums and scrubs carpets.
- Washes windows, interior and exterior, and periodically cleans blinds.
- Maintains washrooms, keeping all surfaces clean and keeping supplies filled throughout the day.
- Keeps kitchen and cafeteria areas clean and stocked; assists clients with lunch trays in cafeteria.
- Picks up trash from offices throughout the building each day, cleaning cans as necessary and providing fresh supply of bags as needed.
- Removes trash and breaks down boxes in Lighthouse Industries and other areas.
- Performs routine painting.
- Uses provided equipment such as industrial vacuum cleaner, floor scrubber, polisher, floor sweeper, snow blower, power mower, and other tools appropriate to assigned tasks.
- Picks up refuse from exterior grounds and maintains outdoor area by cutting grass, trimming hedges and shoveling snow.
- Performs all duties with an attitude of safety and consideration for people with visual impairments.
- Performs other duties as assigned by supervisor.

QUALIFICATIONS:

- High school diploma or equivalent required; previous responsible maintenance or technical experience preferred.
- Dependability and ability to work independently.
- Ability to lift up to 50 lbs. and operate required equipment.

Commitment to our mission of providing opportunities for people who are blind, visually impaired, deaf-blind, or multi-disabled is essential.

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Administrative Assistant

Department: Call Center Operations

Type of position: Full-time

Location: Chicago, IL

Click Here to Complete Your Application

REPORTS TO: Call Center Director of Operations

STATUS: Full-Time, Hourly

SCHEDULE: Various Available, Hours of Operation; M-F 8 a.m. to 8 p.m.,
Saturday – Sunday 8 a.m. to 5 p.m.

LOCATION: Central Office

STATEMENT OF PURPOSE: This position will be responsible for providing high quality administrative assistance to the Call Center Director of Operations. The Administrative Assistant will be responsible for compiling and supplying various reports and analyzing in contrast to established goals. Monitor attendance reports for assigned team and provide appropriate counseling documentation. Update metrics as assigned by management. KEY

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Ensure staff is adhering to adherence and attendance policies utilizing Call Center System including Interactive Intelligence;
- Respond to call center agent inquiries regarding adherence including assigned schedules, out of adherence approvals and attendance;
- Prepare counseling documents for management staff;
- File and maintain documentation as assigned by management;
- Keep track of staffing reports;
- Performs other duties as assigned by management.

QUALIFICATIONS:

- Minimum of two years working with call center reporting and call center metrics;
- Working knowledge of Various call center databases;
- Excellent Organizational skills necessary;
- Excellent written and grammatical skills;
- Excellent follow-through skills;
- Ability to work flexible
- Intermediate knowledge of Microsoft Office programs (Word, Excel, PowerPoint);
- High School diploma or equivalent required;
- Must have excellent interpersonal and communication skills and the ability to organize simultaneous tasks;
- Ability to multi-task in a fast paced; high pressure environment
- Commitment to our mission of providing opportunities for people who are blind or visually impaired.

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Communications Center Intern

Department: Communications Center

Type of position: Part-time

Schedule: Monday to Friday

Location: Chicago, IL

[Click Here to Complete Your Application](#)

Statement of Purpose: To answer all incoming calls from the Low Vision Clinic and the Front Desk, schedule appointments for clients coming to the Lighthouse or satellite sites, return calls for information & referral process, conduct telephone surveys, and accomplish data entry tasks.

Position Responsibilities:

- Provides excellent customer service to all customers – inbound and outbound calls
- Works with patients to schedule appointments in a timely and accurate fashion
- Communicates with Project Supervisor to maintain a current knowledge of scheduling procedures
- Contacts patients to confirm appointments

- Maintains accurate files
- Interacts with customers, staff, and doctors to solve problems and give assistance when needed
- Covers the Front Desk and assists in administrative duties
- Conducts customer satisfaction surveys
- Enters information in databases

Qualifications:

- High School graduate
- Proficient in Microsoft Products
- Typing - 35 words per minute required

- Ability to answer high call volume
- Customer service skills a must
- Friendly demeanor
- 1 year call center experience a plus

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Call Center Agent

Department: Illinois Department Financial Professional Regulation Call Center

Type of position: Full-time

Schedule: Monday - Friday 8:30 a.m to 5:00 p.m.

Location: Chicago, IL

Click Here to Complete Your Application

JOB TITLE: Call Center Agent

DEPARTMENT: IDFPR Call Center

REPORTS TO: Supervisor, Call Center

LOCATION: Central Office

STATEMENT OF PURPOSE: To provide the highest level of customer service to members and to the public as it relates to the established procedures set forth by the Illinois Department of Financial and Professional Regulation (IDFPR). Answer telephones, provide answers to routine questions, and assist with application process and renewals for licensees across all categories of licenses.

KEY RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO: • Must abide by all protected Privacy and HIPAA guidelines; • Answer inbound calls in call center and document all calls;

• Provide licensure information and continuing professional education requirements to licensees utilizing established protocols, procedures, and educational methodologies via the telephone in an accurate and courteous manner; • Identify and transfer calls to IDFPR specialists as required; information about the member's condition or disease state; • Assist with special projects and/or other duties as assigned by Supervisor.

Qualifications:

• High School diploma/GED required; Associate's Degree plus; • Minimum of one year experience as telephonic customer service experience, preferred; • Superior communication and interpersonal skills; • Experience with standard office computing environment and software including Microsoft Word and Excel and database software; proficiency in typing, word processing;

• Bi-lingual English/Spanish skills, preferred but not required; • Commitment to our mission of providing opportunities for people who are visually impaired, blind, deaf-blind, or blind with additional disabilities is essential.

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Call Center Supervisor

Department: Illinois Department Financial Professional Regulation Call Center

Type of position: Full-time

Location: Chicago, IL

Click Here to Complete Your Application

DEPARTMENT: IDFPF Call Center

REPORTS TO: Director, Call Center Operations

SCHEDULE: Varies, Nights/Weekend Required

LOCATION: Central Office

STATEMENT OF PURPOSE: The Call Center Supervisor is responsible for direct oversight of a team of call center agents and for providing high quality customer service assistance. The Call Center Supervisor will also be responsible for assuring timely resolution of inquiries utilizing all available channels.

KEY RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Adhere to the Privacy Act and HIPPA as it relates to the confidentiality of information released;
- Maintain up-to-date knowledge of client regulations and policies as they apply;
- Responsible for direct oversight of call center agents and their responsibilities including but not limited to:
- Randomly listen in on calls;
- Responsible for monitoring of queues
- Initiates answering calls when volume is high or queues are backed up
- Tracks attendance and verifies available benefit time prior to approving time off requests
- Establish communication with agent;
- Resource for questions, issues, or concerns;
- Inform call center director of performance issues or needs;
- Assist with agent training;
- Assist with assistive technology needs and issues;
- Initial performance review of agents and applicable documentation;
- Researching inquiries and correcting mistakes;
- Performs other duties as assigned by the Management

QUALIFICATIONS:

- Associate's degree and/or experience commensurate with that in a business setting or a related field required;
- Two years experience working in a call center or service environment.
- Ability to effectively work within established contractual turnaround times;
- Detail oriented, as well as ability to manage multiple tasks with follow-up skills.
- Advanced proficiency with MS Office applications .
- Ability to work well under pressure making sound decisions quickly in a fluid, fast business environment.
- Must have demonstrated excellent interpersonal and communication skills and the ability to organize simultaneous tasks.
- Commitment to our mission of providing opportunities for people who are visually impaired, blind, deaf-blind, or blind with additional disabilities is essential.

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Clock Line Packer/Material Handler

Department: Lighthouse Industries

Type of position: Full-time

Schedule: Monday To Friday

Location: Chicago, IL

Click Here to Complete Your Application

DEPARTMENT: Industries Program

REPORTS TO: Clock Department Supervisor

STATUS: Full-Time

SCHEDULE: Monday-Friday

LOCATION: Central Office

STATEMENT OF PURPOSE: Ensure that wall clocks and other manufactured products are properly and accurately packaged and labeled, perform supply and inspection duties and pick and fill commercial sales orders.

SPECIFIC ACTIVITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Package and label wall clocks and various sub-contract products.
- Pick and fill sales orders and transport products to the Shipping Department.
- Perform supply and material handling duties and follow production schedules.
- Transport wall clock test boards from production areas to testing and packing areas.
- Utilize and organize factory floor space to ensure that all parts, supplies and finished products are placed in designated areas.
- Maintain an accurate and up to date inventory list of available parts, supplies and finished products in order to prevent shortages and production delays.
- Adhere to safety rules and procedures, provide a safe, clean and well organized work environment by correcting and/or reporting safety issues or suspected pilferage to supervisors.
- Acquire additional skills through cross training to gain versatility and the ability to perform other jobs as needed. • Perform other duties as assigned.

SPECIFICATIONS:

- High school diploma or the equivalent combination of education and experience required. • Six months of experience working in an industrial setting.
- Dependability and the ability to work independently or as part of a team required.
- Ability to lift up to 50 pounds and move pallets and test boards required on an intermittent basis.
- Commitment to our mission of providing opportunities for people who are blind, visually impaired or multi-disabled is essential

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Customer CARE Representative

Department: U.I. Health Customer CARE Center

Type of position: Full-time

Location: Chicago, IL

DEPARTMENT: UI Health Customer CARE Center

REPORTS TO: Customer Care Center Manager

STATUS: Full-Time & Part-Time, Hourly

SCHEDULE: Various Available Hours of Operation M-F 8 a.m. to 8 p.m.

LOCATION: Central Office

STATEMENT OF PURPOSE: The Customer CARE representative will be responsible for providing world class patient and family centered experience across the are continuum that contributes to the customer satisfaction /retention, exceptional quality /value, and financial health in a high performance contact center environment.

KEY RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Adhere to the HIPAA (Privacy Act) as it relates to the confidentiality of information released;
- Maintain up-to-date knowledge of UI Hospital and Health Science System policies and procedures as they apply;
- Provide knowledgeable responses to telephone inquiries in a courteous and professional manner;
- Maintain a current understanding of the processing procedures to respond to numerous patient inquiries;
- Respond to telephone inquiries within the set departmental staffing and time parameters;
- Processing registrations on the phone; maintain appropriate documentation of phone inquiries;
- Report problems that occur and assist with the resolution, continually looking for and suggesting process improvements,;
- Register and schedule patients for primary care appointments utilizing UI Health System’s software applications – includes verifying insurance information and benefits;
- Update patient demographic and insurance information as required;
- Perform data entry as part of the registration and scheduling processes;
- Performs other duties as assigned by Supervisor.

QUALIFICATIONS:

- High School diploma or equivalent required;
- Health Care and/or contact center experience preferred
- Must be able to speak English clearly and professionally;
- Must be able to type a minimum of 25 words per minute;
- Ability to effectively work within established contractual turnaround times;
- Must have demonstrated excellent interpersonal and communication skills and the ability to organize simultaneous tasks.
- Proven ability to work as a member of a team is required;
- Will be required to complete program update training, as warranted, and successfully implement that knowledge in day to day operations;
- Commitment to our mission of providing opportunities for people who are visually impaired, blind, deaf-blind, or blind with additional disabilities is essential.

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POSITION: Training Assistant
DEPARTMENT: Illinois Tollway Call Center
REPORTS TO: Training Supervisor
STATUS: Full-Time, Hourly
LOCATION: UIC Campus – Halsted Street
SCHEDULE: Various Available Hours of Operation
Monday thru Friday – 6:00am to 10:00pm

KEY RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

Administrative • Prepares copies of worksheets and tests. • Assists with scoring tests. • Complete Excel spreadsheets with test scores • Assist with login and password requirements to the Tollway • Prepare login and password lists prior to class start so that they are all uniform • Assist trainer with preparing trainee folders Active Classroom Assistance • Assist with answering trainee questions while they are completing worksheets • Assists with logins and lockouts • Assist individual trainees during class who may be having difficulty following along or keeping pace Additional Assistance • Provide feedback to trainer and management on student progress in class as they are in the back of the room looking at trainee's screens and assess how well they are following along • Provide input for classroom and curriculum improvements and work with trainer to implement, with Tollway approval • Take direction from and provide feedback to trainer on assisting trainees that have low scores or are slower learners on how to help get the trainee up to speed • Assist trainer in identifying any issues with accommodating trainees with impairments to improve classroom experience • Assist with communicating any issues or set-backs pertaining to the new trainees • Assist with maintaining the Customer Service manual and Quick Reference Guide with updates and corrections • Assistant will be responsible for new trainees on the floor, spending time monitoring, answering questions, working closely with them once they are out on the floor. They will be responsible for giving feedback to the management team along with the trainer. • Assist and initiate remedial training for long term representatives, report progress to management staff. • Any other duties deemed necessary by Supervisor.

Qualifications • High School Diploma or general education degree (GED) required. • Experience using Microsoft Office products in a networked environment. • Excellent interpersonal and communication skills. • Excellent interpersonal and communication skills. • Patience • Thorough understanding of Tollway policy and procedures • Ability to clearly explain, sometimes in multiple ways, procedures, processes and call handling protocol • Demonstrate excellent customer service skills while answering calls in the classroom setting as a demonstration for trainees • Work quickly and efficiently in carrying out tasks assigned by trainer • Ability to identify issues with individual trainees and work with trainer to provide solutions and carry them out. • Must be flexible with schedule

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Job Title: Office Assistant - Opt 2

Agency: Corrections

Closing Date/Time: Fri. 03/27/15 4:00 PM Central Time

Salary: \$2,889.00 - \$3,933.00 monthly

Job Type: Full-Time

Location: Will County, Illinois

Number of Vacancies: 1

Plan/BU: RC014

Bid ID#: IDOC29-82-15-1058

Description of Duties/Essential Functions Benefits Supplemental Questions
Under the general supervision of the Health Care Unit Adm., Sr. Public Service Adm., performs difficult and complex clerical typing duties involving the preparation of memos, letters and reports; establishes and maintains files; monitors tickler files; answers phone; opens and distributes mail.

Minimum Requirements:

Requires knowledge, skill and mental development equivalent to completion of high school and one year of related office experience; working knowledge of alpha-numeric sequencing; working knowledge of office practices, procedures and programs; working knowledge of grammar, spelling and punctuation; working knowledge of basic mathematics; requires ability to type accurately at 35 wpm.

WORK HOURS: 8:00 am to 4:00 pm, Monday through Friday, Days Off Saturday and Sunday,

LOCATION/AGENCY: IDOC/STATEVILLE CORRECTIONAL CENTER P.O. BOX 112 JOLIET, IL 60434

CONTACT: Jamille Kent, Human Resources Rep, Stateville Correctional Center P.O. Box 112 Joliet, IL 60434 815-727-3607 ext. 5693 Fax # 815-727-0838 email Jamille.Kent@doc.illinois.gov

How to Apply:

CURRENT STATE EMPLOYEES: Submit an Official Position Vacancy Bid Form and new version of the CMS 100 Employment Application to the Agency Contact address listed above. Applicant must be deemed qualified or have submitted a promotional application to CMS to receive a qualifying grade PRIOR to the closing of the posting period. Application is required for each posting/bid ID or your bid will be rejected.

FORMER STATE EMPLOYEES: Submit an Official Position Vacancy Bid Form and new version of the CMS 100 Employment Application to the Agency Contact address listed.

NON STATE EMPLOYEES: PLEASE SEE INFORMATION BELOW FOR INSTRUCTIONS ON HOW TO APPLY. DO NOT APPLY DIRECTLY TO THIS AGENCY.

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Job Title: Office Clerk - Opt 2

Agency: Human Services
Closing Date/Time: Continuous
Salary: \$2,694.00 - \$3,311.00 monthly
Job Type: Full-Time
Location: Statewide, Illinois
Number of Vacancies: 1
Bid ID#: C-HCD Continuous

Description of Duties/Essential Functions Benefits Supplemental Questions
Under general supervision, verifies the accuracy of authorizations of assistance; posts case status changes to financial control cards; processes authorizations and submits them to Springfield and according to strict time schedule; maintains control on case actions to be taken by casework staff.

Minimum Requirements:

Requires knowledge, skill and mental development equivalent to completion of high school. Requires one year of clerical experience. Requires ability to type accurately at 30 WPM.

Work Hours & Location/Agency Contact:

Work hours: 8:30 am – 5:00 pm

Contact: Employee Services, HCD
100 South Grand Avenue East, 3rd floor
Springfield, IL 62762

Current employees will need to complete and submit a bid form and copy of an online application or CMS100 Employment Application to the address listed above. Non State candidates apply below.

How to Apply: This position may require a current grade from Central Management Services (CMS), Division of Examining and Counseling, to be deemed qualified and available for employment consideration. For more information, please refer to the Work4Illinois website at Work.Illinois.Gov and select 'Application Procedures'. Additional information may also be obtained from the Agency Contact listed above or by contacting CMS, Division of Examining and Counseling at Work4Illinois@Illinois.gov or (217) 782-7100, (217) 785-3979 (TDD/TTY), (800) 526-0844 (TTY Only).

Option 2 - Typing

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Job Title: Accountant Supervisor

Agency: Natural Resources

Closing Date/Time: Tue. 03/31/15 5:00 PM Central Time

Salary: \$4,377.00 - \$6,581.00 monthly

Job Type: Full-Time

Location: Sangamon County, Illinois

Number of Vacancies: 1

Plan/BU: RC062

Bid ID#: 12-05-4862

Minimum Requirements:

Requires knowledge, skill and mental development equivalent to completion of four years of college with courses in business administration and budgetary planning and control. Requires two years of professional experience in accounting, budgetary planning and control or public accounting. Requires extensive knowledge of laws, rules, and regulations relating to state accounting procedures. Requires ability to supervise subordinates engaged in accounting activities.

Work Hours & Location/Agency Contact:

Work Hours: Monday-Friday 8:00-4:30 (1 hour lunch break) Saturday and Sunday Off

Location: One Natural Resources Way, Springfield, IL 62702

Where to Apply:

Doug Florence
One Natural Resources Way
Springfield, IL 62702
217-557-0476

How to Apply:

This position may require a current grade from Central Management Services (CMS), Division of Examining and Counseling, to be deemed qualified and available for employment consideration. For more information, please refer to the Work4Illinois website at Work.Illinois.Gov and select 'Application Procedures'. Additional information may also be obtained from the Agency Contact listed above or by contacting CMS, Division of Examining and Counseling at Work4Illinois@Illinois.gov or (217) 782-7100, (217) 785-3979 (TDD/TTY), (800) 526-0844 (TTY Only).

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