



## **Security Officer (Job Number: PRO012X2)**

Work Locations: Hilton Chicago and Towers 720 South Michigan Ave Chicago 60605

A Security Officer with Hilton Hotels & Resorts patrols, monitors, and observes security procedures to ensure a safe Guest and Member experience while investigating theft and managing instances of undesirable behavior.

As a Security Officer, you are responsible for monitoring and controlling staff entrances patrolling on a regular basis, and managing undesirable behavior to deliver a safe Guest and Member experience. A Security Officer would also be required to investigate theft and support evacuation procedures. Specifically, you will be responsible for performing the following tasks to the highest standards:

- Monitor and control staff entrances, (all the accesses at property as main entrance, parking, elevators, guests, vendors, employees, etc)
- Conduct regular searches of bags, etc. carried by members of staff and report discrepancies or violations immediately
- Control the Goods pass out procedure for any items purchased, loaned, or otherwise legitimately obtained.
  
- Maintain system that monitors contractors working in the hotel in accordance with company health and safety policies
- Responsible for checking goods received
- Maintain system that records the issue and receipt of departmental keys
- Operate, check and monitor the CCTV system (only certificated guards)
- Patrol the hotel on a regular basis ensuring fire walks take place and are recorded
  
- Ensure safe passage of cash transfers within the hotel
- Support evacuation of the hotel during fire alarm situations
- Monitor suspicious packages and be aware of bomb and terror threat procedures
- Ensure hotel facilities and function rooms remain secure and locked when not in use
- Maintain the Security Log Book and Incident Reports
- Investigate and report all allegations of theft, criminal damage and other incidents
- Manage undesirable behaviour in a professional manner, intervening and defusing potential altercations
- Liaise with Police in the absence of Security Team Leader
- Report any maintenance or hazard issues to the supervisor on duty
- Adhere to all Health and Safety Regulations

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## **Security Guard**

Job Code: 131989

Facility: Hartgrove Hospital

Location: CHICAGO, IL US

Travel Involved: None

Job Type: Full Time

Minimum Education Required: High School or equivalent

Category: Support

FTE: 1.0

### Position Summary:

The Hospital is seeking a full time Security Guard to work Monday through Friday 11pm to 7:30am. The ideal candidate will have experience working within a behavioral health setting and is customer service focused! This is an exciting opportunity to be part of a stable and growing behavioral health organization in the Chicagoland community. Come be a part of our winning team of professionals and make a difference!

The primary responsibilities are as follows:

- Assures safe and secure environment
- Performs routine observations rounds for the Intake department and ensures proper documentation is completed
- Guards, patrols, or monitors premises to prevent theft, violence, or infractions of rules
- Patrols premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Answers alarms and investigate disturbances
- Monitors and authorizes entrance and departure of employees, visitors, and other persons to guard against theft and maintains security of premises
- Writes reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences
- Calls police or fire departments in cases of emergency, such as fire or presence of unauthorized persons

### Requirements:

- High School Diploma required; Prefer an Associates and/or Bachelor's degree in Psychology or related discipline
- One year experience working with a psychiatric population preferred
- Must possess knowledge of general and psychiatric group processes, therapeutic relationships and processes, limit setting, crisis and behavior management
- Must be self-motivated, results-oriented individual who is customer focused
- Bilingual (English/Spanish) applicants a plus!

Apply online at <http://www.hartgrovehospital.com/job-opportunities/>

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## **Social Media Marketing Representative**

Job Code: 126154

Facility: Hartgrove Hospital

Location: CHICAGO, IL US

Travel Involved: 10-20%

Job Type: Full Time

Minimum Education Required: Bachelor's Degree

Category: Marketing/Advertising

FTE: 1.00

The primary responsibilities are as follows:

- Develop and manage the Chicago area hospitals' social media marketing strategy and execution across multiple channels including, but not limited to, Facebook, LinkedIn, Twitter, Google+, and YouTube.
- Collaborate with the corporate and local Business Development teams to develop and deliver content that supports UHS and facility-based marketing and branding goals.
- Work with Public Relations to distribute relevant company news, thought leadership and industry articles
- Ensure UHS's brand reputation is monitored and protected through social media channels. Works with Legal/Compliance and Public Relations departments to ensure that critical issues are handled in a timely and professional manner.
- Monitor industry social media and marketing trends; appropriately apply this knowledge to UHS's social media marketing strategy.
- Act as a subject matter expert and offer guidance /support on social media best practices
- Develop reports that measure effectiveness of social campaigns; provides recommendations to enhance campaigns to maximize results.
- To lead by example and champion the philosophy of Service Excellence

Job Requirements:

- BA / BS in Communications, Journalism, Business or Marketing
- 3-5 years social media management and implementation experience
- Prior experience in a marketing role within the healthcare industry desired; experience in the behavioral health industry a plus!
- In-depth knowledge and experience with all major social networking sites, such as Facebook, Twitter, LinkedIn, YouTube and Google+ as well as with HootSuite or other social media management tool.
- Experience with Google Analytics
- Experience with paid social campaigns
- Must be self-motivated, results-oriented individual who is customer focused

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### **Social Worker**

Job Code: 132038

Facility: Hartgrove Hospital

Location: CHICAGO, IL US

Travel Involved: None

Job Type: Full Time

Minimum Education Required: Master's Degree

Category: Healthcare - Rehabilitation

FTE: 1.00

The primary responsibilities include:

- Conducts social history assessment interviews
- Produces a social work assessment or assessment update from the interview data. Documents in the medical record; psychosocial histories, discharge planning, patient contacts, treatment updates, etc
- Communicates all essential information/data obtained through assessment
- Initiates and follows through on discharge/aftercare planning as assigned
- Identifies appropriate referral for post discharge services and establishes rapport with same • Relative to the assessment, treatment planning and continuum of care processes, understands and considers basic growth and development milestones with interventions specific to the age and population served
- Attends multi-disciplinary treatment staffings as assigned
- Functions as a liaison between team members and all involved Social Service Agencies
- Conducts unit groups
- May provide clinical supervision for social work interns

Requirements:

- Master's Degree in Social Work or related field required
- 3+ years experience working with a psychiatric mental health population, preferably in an inpatient setting
- Illinois Clinical Social Work License preferred (LCSW) or LCPC highly preferred
- Prefer knowledge of case management, discharge planning, group leadership skills, age specific growth and development, crisis and behavior management, family therapy theory and practice
- Knowledge of theory and practice of psychosocial assessments
- Able to work cooperatively with other hospital staff and involved community agencies. Good organization skills, as well as oral and written communication skills
- Bilingual capabilities a plus!

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**Job Title: Office Coordinator - Opt 2**

Agency: Human Services

Closing Date/Time: Thu. 09/11/14 5:00 PM Central Time

Salary: \$3,027.00 - \$4,223.00 monthly

\$36,324.00 - \$50,676.00 annually

Job Type: Full-Time

Location: Cook County, Illinois

Number of Vacancies: 1

Plan/BU: RC014

Bid ID#: 10-91-85275

Description of Duties/Essential Functions Benefits Supplemental Questions  
Under direction, performs paraprofessional and technical secretarial and office support functions for the Local Office Administrator in the Northwest Office of the Division of Family & Community Services, DHS. Assists in a variety of office management and support functions. Types a variety of forms, form letters, cards and records.

Minimum Requirements: Requires knowledge, skill and mental development equivalent to completion of two years secretarial/business college or completion of high school and two years related office experience or two years independent business experience; requires extensive knowledge of office practices, procedures and programs; requires extensive knowledge of composition, grammar, spelling, punctuation and basic mathematics; requires the ability to follow oral and written instructions. Requires ability to type accurately at 30 wpm.

Work Hours & Location/Agency Contact: 8:30 am - 5:00 pm  
Northwest 4105 W. Chicago Ave Chicago IL 60651  
Please submit applications to: Kelly Kindred  
Bureau of Employee Services /Hiring Unit  
100 S. Grand Avenue East, 3rd Floor Springfield, IL 62762  
FAX: 217-524-2116

**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](http://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](mailto:Work4Illinois@Illinois.gov) or (217) 782-7100, (217) 785-3979 (TDD/TTY), (800) 526-0844 (TTY Only).

**Option 2 - Typing**

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### **Substance Abuse Counselor**

Job Code: 131870

Facility: Hartgrove Hospital

Location: CHICAGO, IL US

Travel Involved: None

Job Type: Per Diem

Minimum Education Required: Certification

Category: Support

FTE: 0.01

The primary responsibilities are as follows:

Performs ETOC/substance abuse assessments hospital-wide along with group and individual counseling. Participates in patient treatment planning and continuum of care. Provides patient and family education relative to substance abuse/psychiatric problems and develops comprehensive patient discharge plans.

Understands and considers age specific developmental issues in order to provide appropriate interpretation of assessments and needed interventions.

Understands and considers basic growth and development needs specific to the age and population served. Conducts educational workshops both within the Hospital and in the community as required. Serves as a liaison with self help groups and EAP professionals.

Maintains complete and accurate records of all serves provided.

Conduct ongoing assessment of chemical dependence services required by the Hospital treatment programs.

#### Requirements

Bilingual (English/Spanish) candidates a plus!

#### Job Requirements:

Must be CADC licensed either through IAODAPCA or ICRC.

High School Diplomas required; Bachelors Degree in a Psychology or related field strongly preferred.

4 years clinical experience with a psychiatric mental health population preferred; experience working with both adolescent and adult populations strongly preferred.

Familiarity with Illinois Confidentiality Act and Illinois Mental Health Code.

Fluent in Microsoft suite applications along with strong overall computer skills.

Must be self motivated, results-oriented individual who is customer focused

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**Room Attendant (Full-Time) (Job Number: HOU016LZ)**

Work Locations: The Palmer House Hilton 17 East Monroe Street Chicago 60603

A Room Attendant with Hilton Hotels and Resorts is responsible for cleaning guest rooms and responding to guest requests in the hotel's continuing effort to deliver outstanding guest service and financial profitability.

If you understand the importance of upholding a brand's reputation and what it takes to provide a globally recognized hospitality experience, you may be just the person we are looking for to work as a Team Member with Hilton Hotels & Resorts.

What will I be doing?

As a Room Attendant, you would be responsible for cleaning guest rooms and responding to guest requests in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Clean guest rooms as assigned, including, but not limited to, making beds, cleaning bathrooms, dusting and vacuuming
- Change and replenish bed linens, towels and guest amenities, as needed
- Perform deep cleaning tasks, as needed
- Stock, maintain and transport housekeeping supply cart on a daily basis
- Dispose of trash and recyclables
- Respond to special guest requests in a timely, friendly and efficient manner
- Perform guest turn down service, as needed

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**Job Title: Security Therapy Aide I**

Agency: Human Services

Closing Date/Time: Mon. 09/15/14 4:00 PM Central Time

Salary: \$3,603.00 - \$5,212.00 monthly

Job Type: Part-Time

Location: Kane County, Illinois

Number of Vacancies: 1

Plan/BU: RC009 Bid ID#: EMHC-14-2306

Description of Duties/Essential Functions Benefits Supplemental Questions  
Under direct supervision of the Nursing Manager and clinical guidance of a Registered Nurse, provides direct care and supervision to adults who need treatment and containment in a moderate security forensic unit while receiving care for psychiatric symptoms.

Minimum Requirements: Requires completion of an approved STA Training Program; Requires physical strength and ability to restrain combative individuals.

Only currently certified state employees in this classification or current certified state employees that have been certified previously in this classification may be considered for vacancies for this position. All other Applicants must go to the State Testing Sites and take the test for Security Therapy Aide Trainee.

Work Hours & Location/Agency Contact: Shift: 3pm - 11pm Part-Time  
Work Location: Elgin Mental Health Center - Forensic Treatment Program (F&G)  
CONTACT INFORMATION : Human Resource Office  
Elgin Mental Health Center 750 S State St., Elgin, IL 60123 Fax: 847-429-4933

How to Apply: Only currently certified state employees in this classification or current certified state employees that have been certified previously in this classification may be considered for vacancies for this position. Applicants must complete a Bid Form and CMS-100 employment application and submit it to the Agency Contact listed above prior to the end of the posting period. If this would be a promotion you must submit a CMS-100B Promotional Application to Central Management Services (CMS), Division of Examining and Counseling, Room 500 Stratton Building, Springfield, IL 62706. All other State employees may submit a Bid Form and CMS 100 application but will also need to take the Open Competitive Test for STA Trainee. For more information, please refer to the Work4Illinois website at [Work.Illinois.Gov](http://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](mailto:Work4Illinois@Illinois.gov) or (217) 782-7100, (217) 785-3979 (TDD/TTY), (800) 526-0844 (TTY Only).

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**MEMBERSHIP DIRECTOR**

YMCA: North Suburban YMCA

Location: Northbrook, IL

**POSITION SUMMARY:**

Directs all aspects of membership for the association including recruitment of new members, retention of existing members and supervision of assigned staff. Develops, plans and implements new procedures and methods to achieve strategic goals. Solving problems with a customer focus and commitment to members.

**QUALIFICATIONS:**

Bachelor's degree in related field required.

YMCA or related experience strongly preferred.

Minimum of 5 years previous supervisory experience in customer service required

Minimum of 3 years of related experience in sales with emphasis on goal setting, building relationships and customer service

Demonstrated ability to lead, facilitate with experience supervising staff, ability to set quantifiable goals and track results.

Excellent computer skills and experience with Microsoft Office Suite.

Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

MUST be able to thrive in a VERY busy and fast paced environment.

Proven multi-tasker.

Salary: \$36,000 - \$40,000

Additional Compensation Details:

Health and Dental,retirement, vacation

**HOW TO APPLY**

***Apply By Email ONLY: NO PHONE CALLS.***

Send resumes, references, and salary history. Provide virtual copies, links, or reasonably sized attachments of prior membership and/or customer service material from successful campaigns. Include Examples of systems and/or tools developed to enhance customer engagement and service

Apply By Email: [HR@nsymca.org](mailto:HR@nsymca.org)

Resumes until: 9/19/2014

Contact: Miriam Berger

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**Part Time Server In Room Dining (Job Number: F0001DN8)**

Work Locations: Waldorf Astoria Chicago 11 East Walton Chicago 60611

A Room Service Server with Waldorf Astoria Hotels and Resorts is responsible for delivering and serving food and beverage items to guests in a timely, friendly and efficient manner in the hotel/Es continuing effort to deliver outstanding guest service and financial profitability.

If you understand the value of providing guests with an exceptional environment and personalized attention, you may be just the person we are looking for to work as a Team Member with Waldorf Astoria Hotels & Resorts.

What will I be doing?

As a Room Service Server, you would be responsible for delivering and serving food and beverage items to guests in a timely, friendly and efficient manner in the hotel/Es continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Set up room service trays and tables to prepare for incoming orders
- Retrieve checks, set tables according to specifications, retrieve food and beverage orders from the kitchen and bar and deliver food to guest rooms and meeting rooms
- Serve meals to guests, collect guest trays and respond to guest requests in a timely, friendly and efficient manner
- Present checks to guests and obtain payment
- Return payments/signed checks to order taker
- Perform order taker duties and answer room service telephone, as needed
- Serve alcoholic/non-alcoholic beverages in accordance with federal, state, local and company regulations

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**Linen Runner (Job Number: HOU016K1)**

Work Locations: Hilton Chicago and Towers 720 South Michigan Ave Chicago 60605

A Laundry Attendant with Hilton Hotels and Resorts is responsible for maintaining a constant supply of clean linens for the hotel in the hotel's continuing effort to deliver outstanding guest service and financial profitability.

What will it be like to work for this Hilton Worldwide Brand?

One of the most recognized names in the industry, Hilton Hotels & Resorts offers travelers a world of authentic experiences. Hilton remains an innovative, forward-thinking hospitality leader by offering best-in-class products, services and amenities to ensure that every guest feels cared for, valued and respected. From inaugural balls and international award galas to business events and personal moments, Hilton is where the world makes history, closes the deal, toasts special occasions and gets away from it all.

Hilton Hotels & Resorts is one of Hilton Worldwide's ten market-leading brands. For more information visit [www.hiltonworldwide.com](http://www.hiltonworldwide.com).

If you understand the importance of upholding a brand's reputation and what it takes to provide a globally recognized hospitality experience, you may be just the person we are looking for to work as a Team Member with Hilton Hotels & Resorts.

What will I be doing?

As a Laundry Attendant, you would be responsible for maintaining a constant supply of clean linens for the hotel in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Perform all stages of linen processing, including, but not limited to, collecting, transporting, sorting, weighing, loading and unloading (washers, dryers and chutes), ironing, folding, storing and delivering
- Maintain cleanliness of laundry machinery and laundry area
- Maintain stock levels
- Respond to guest service issues in a timely, friendly and efficient manner
- Perform additional laundry services, as needed

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**Host/Hostess 720 South Bar & Grill (Job Number: F0001DZ9)**

Work Locations: Hilton Chicago and Towers 720 South Michigan Ave Chicago 60605

A Restaurant Host/Hostess with Hilton Hotels and Resorts is responsible for welcoming guests and escorting them to their seats for dining in the hotel/Es continuing effort to deliver outstanding guest service and financial profitability.

If you understand the importance of upholding a brand/Es reputation and what it takes to provide a globally recognized hospitality experience, you may be just the person we are looking for to work as a Team Member with Hilton Hotels & Resorts.

What will I be doing?

As a Restaurant Host/Hostess, you would be responsible for welcoming guests and escorting them to their seats for dining in the hotel/Es continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Welcome guests and ascertain their dining needs
- Seat guests and manage the seating chart
- Monitor restaurant activity to determine seating and dining flow
- Perform opening and closing duties, as needed
- Assist others with side work including, but not limited to cleaning, stocking, folding silverware, etc.
- Ensure knowledge of menu
- Respond to guest inquiries and requests in a timely, friendly and efficient manner
- Assist fellow team members and other departments wherever necessary to maintain positive working relationships

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## **College Clerical Assistant I - PT (Temporary) - KEN0000266**

### Duties and Responsibilities

Kennedy-King College is seeking a College Clerical Assistant I-Part Time (Temporary)

Under supervision, performs a variety of routine clerical duties in a college administrative or departmental office; and performs related duties as required. Prepares routine records, memos and forms; proofs completed assignments for errors and makes appropriate corrections; maintains office and student record files in alphabetical and/or numerical order.

Receives and sorts incoming mail and distributes to appropriate personnel or office; answers telephones, takes messages and transfers calls; provides general information to students regarding registration, financial aid, departmental course offerings and campus policies and procedures.

Collates materials such as exams, classroom handouts, faculty lists and handbooks, teacher program forms, narrative reports and general correspondence.

Operates basic office equipment; prepares order requisitions for needed office supplies and materials; and may assist during student registration.

Performs related duties as required.

### Qualifications

Graduation from high school or the equivalent is required. Some clerical and word processing experience preferred.

Knowledge of word processing software; and knowledge of basic office procedures.

Ability to keyboard 40 words per minute; ability to follow oral and written instructions; and ability to operate a personal computer.

Skill in basic filing; and good verbal communication skills.

### Three month assignment

We are an equal opportunity and affirmative action employer.

Thank you for your interest in CCC!

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## **Coordinator II - Part-Time - TRU0000265**

**Primary Objective:** This position is responsible for the overall direction, day-to-day operation and growth of a specific program at the College. Provide direction in the development, management, coordination and operation of the program.

Works closely with the administrative staff at the college to determine the goals and objectives of the program.

Recruits, interviews and recommends the hire of additional staff in support of the program.

Performs calculations and compiles pertinent data required for budgetary and fiscal reports. Prepares mandatory reports related to program funding.

Retains a compilation of statistics, written reports and correspondence related to program activities. Prepares monthly mandatory reports for management review.

Participates in program assessment and review to ensure the viability of the program. Attends monthly staff meetings and serves as liaison to community and state agencies for the purpose of receiving appropriate students services and maintaining good public relations.

Markets the program and recruits students for the program at Chicago Public Schools and other supporting agencies.

Performs other duties as assigned.

### **Qualifications**

Completion of a Bachelor's Degree from an accredited college or university in the field most appropriate for the assigned program or certification in a field associated with the assigned program.

A minimum of three year's previous work experience in providing services to special populations.

Previous experience in the organization and execution of daily operations of a department.

Must be self-directed, innovative and able to assess current operations in an effort to develop practical action programs to improve the functioning of the department.

Must maintain an effective liaison among agencies, staff, administrators and the community to promote overall responsiveness to the program.

Excellent verbal and written skills required with the ability to communicate persuasively with tact and diplomacy.

Chicago residency is required for all full-time employees within 6 months of hire.

We are an equal opportunity and affirmative action employer.

Thank you for your interest in CCC!

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**Guest Services Manager (Job Number: FRO018XX)**

Work Locations: Conrad Chicago 521 North Rush St Chicago 60611

An Assistant Front Office Manager with Conrad Hotels and Resorts is responsible for assisting in the direction and administration of Front Office operations in the hotel/Es continuing effort to deliver outstanding guest service and financial profitability.

If you understand how to provide smart luxury and one-of-a-kind experiences, you may be just the person we are looking for to work as a Team Member with Conrad Hotels & Resorts.

What will I be doing?

As an Assistant Front Office Manager, you would be responsible for assisting in the direction and administration of Front Office operations in the hotel/Es continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Assist in the management of all Front Office operations to include, but not limited to, guest service and registration (check-in/check-out), room inventory and availability, guest service standards and initiatives, product quality, cost controls and overall profitability, marketing initiatives, systems use and management, budgeting and forecasting, department management, policy and procedure implementation and enforcement and meeting participation and facilitation
- Assist in monitoring and developing team member performance to include, but not limited to, providing supervision, conducting counseling and evaluations and delivering recognition and reward
- Recruit, interview and train team members
- Assist in monitoring and assessing service and satisfaction trends, evaluate and address issues and make improvements accordingly
- Oversee the VIP guest process including, but not limited to, reviewing VIP reservations and ensuring smooth check-in/check-out
- Assist with up-selling techniques to promote hotel services and facilities to maximize room occupancy and overall revenue
- Ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events

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**Front Office Manager (Job Number: FRO018WU)**

Work Locations: Hilton Chicago O'Hare Airport O'Hare International Airport Chicago 60666

A Front Office Manager with Hilton Hotels and Resorts is responsible for directing and administering Front Office operations in the hotel's continuing effort to deliver outstanding guest service and financial profitability.

What will I be doing?

As Front Office Manager, you would be responsible for directing and administering Front Office operations in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Manage all Front Office operations to include, but not limited to, guest service and registration (check-in/check-out), room inventory and availability, guest service standards and initiatives, product quality, cost controls and overall profitability, marketing initiatives, systems use and management, budgeting and forecasting, department management, policy and procedure implementation and enforcement and meeting participation and facilitation
- Monitor and develop team member performance to include, but not limited to, providing supervision, scheduling, conducting counseling and evaluations and delivering recognition and reward
- Monitor and assess service and satisfaction trends, evaluate and address issues and make improvements accordingly
- Ensure compliance with Hilton standards
- Meet and greet guests and respond to guest inquiries, requests and issues in a timely, friendly and efficient manner and resolves guest concerns
- Initiate and implement up-selling techniques to promote hotel services and facilities to maximize room occupancy and overall revenue
- Ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events
- Complete audit procedures, as needed
- Recruit, interview and train team members

Apply online at [https://hilton.taleo.net/careersection/us\\_external/jobdetail.ftl](https://hilton.taleo.net/careersection/us_external/jobdetail.ftl)

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**Front Desk Supervisor (Job Number: FRO01919)**

Work Locations: The Drake Hotel 140 E. Walton Place Chicago 60611

A Front Office Supervisor with Hilton Hotels and Resorts is responsible for assigning work and ensuring the completion of daily tasks in Front Office operations in the hotel's continuing effort to deliver outstanding guest service and financial profitability.

What will it be like to work for this Hilton Worldwide Brand?

One of the most recognized names in the industry, Hilton Hotels & Resorts offers travelers a world of authentic experiences. Hilton remains an innovative, forward-thinking hospitality leader by offering best-in-class products, services and amenities to ensure that every guest feels cared for, valued and respected. From inaugural balls and international award galas to business events and personal moments, Hilton is where the world makes history, closes the deal, toasts special occasions and gets away from it all.

What will I be doing?

As a Front Office Supervisor, you would be responsible for assigning work and ensuring the completion of daily tasks in Front Office operations in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Assign work and supervise team member performance in all Front Office procedures including, but not limited to, guest check-in and check-out, lobby traffic and flow, luggage assistance, telephone operator services and determining room rates and availability
- Respond to guest inquiries and resolve issues and complaints in a timely, friendly and efficient manner
- Support and assist team members in handling guest inquiries and requests and in resolving guest complaints
- Schedule, assign daily work, lead pre-shift meetings, inform and train team members
- Monitor, observe and assist in evaluating team member performance
- Monitor lobby traffic and adjust staffing accordingly

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**Front Desk Agent (Job Number: FRO01916)**

Work Locations: Embassy Suites Chicago - Downtown/Lakefront 511 Columbus Drive Chicago 60611

A Front Desk Agent with Embassy Suites Hotels is responsible for checking in and checking out guests in the hotel's continuing effort to deliver outstanding guest service and financial profitability.

What will it be like to work for this Hilton Worldwide Brand?

Embassy Suites by Hilton has perfected the full-service, upscale, all-suite hotel. Built on a long-standing legacy that is both inviting and comfortable, Embassy Suites properties provide guests with 'More Reasons to Stay', offering open-air atriums, complimentary cooked-to-order breakfast, spacious two-room suites and complimentary Manager's Receptions every evening. Embassy Suites' bundled pricing ensures that guests receive enormous value at a single price. Whether they are traveling for business, with their family, with a group, or for leisure, our guests return again and again to experience the consistently awarded, best-in-class customer service provided at Embassy Suites.

If you understand the importance of providing an inviting and comfortable experience and feel you can contribute to an award-winning team, you may be just the person we are looking for to work as a Team Member with Embassy Suites Hotels.

What will I be doing?

As a Front Desk Agent, you would be responsible for assisting Guest Service Agents in checking in and checking out guests in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Check in and check out of guests.
- Respond to guest inquiries and in a timely, friendly and efficient manner
- Provide driving and/or walking directions to guests to local destinations
- Ensure a high level of product knowledge of the hotel, including, but not limited to, directions, hours of outlet operation, hotel services, hotel events and local and community events and attractions
- Assist fellow team members and other departments wherever necessary to maintain positive working relationships
- Provide or obtain accurate information

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**Help Desk Support Specialist - This is an on-site position**

Hiring Range: \$20.30 - \$25.36 hourly

**Job Description:**

This position provides technical support; to include but not limited to installing and repairing hardware and software on personal computers, provides technical assistance to system users, handles help-desk inquiries from users, diagnosis personal computers hardware, software, and operator problems, recommends/performs remedial actions to correct problems, maintains regular maintenance schedule, performs maintenance and repairs of peripheral equipment, maintains computer inventory database, monitors and arranges servicing with vendors for photocopiers, fax machines, and other office equipment, and performs project assignments.

**Requirements:**

A+ certification or Microsoft Technology Associate (MTA) certification preferred but not required. High school diploma or G.E.D. equivalency, college degree preferred; and one – two years experience performing routine computer repairs and installations on Windows PC and Apple MAC computers, with experience in maintaining and troubleshooting hand held devices and copier/fax machines or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

Benefits after 60 days. Free underground parking and lunches offered.

Submit your cover letter and resume by secure fax to (703) 684-3478, e-mail to [usn\\_recruit@usn.salvationarmy.org](mailto:usn_recruit@usn.salvationarmy.org) with the job title in the subject line, or send via US Mail to 615 Slaters Lane Alexandria, VA 22314, Attn: HR Office.

You must be a U.S. citizen or be eligible to work in the U.S. to apply.

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## **Web Communication Coordinator - This is an on-site position**

Hiring Range: \$2,251.12 – \$2,532.51 bi weekly

**Job Description:** This position performs technical, design, and database functions involved with establishing, updating and maintaining the website for the National Christian Education Department. Maintains dialogue through social media outlets on behalf of the CE Department, and provides reports on the status of such dialogue. Provides metrics on activity involved with electronic communications. Formats and distributes e-communications as needed. Maintains and operates with database to accomplish all e-communications.

Provides support and consults to authorized administrators and content writers for any website, blog or social media site established by the CE Department. Recommends and/or designs website and electronic communications methods and provides technical and design support for same. Provides basic technical support and troubleshooting for hardware and software used for electronic communications. Helps research, gather, and develop content for the CE Department webpage.

**Requirements:** B.S degree from an accredited college or university in a related field; and two to three years progressively responsible experience performing electronic/website design and database management related tasks; or any equivalent combination of training and experience that provides the required knowledge, skills and abilities.

Knowledge of Macintosh computers and peripherals with the ability to troubleshoot and perform maintenance on same. Knowledge of website functionality (software and design). Working knowledge of Microsoft Word, Excel: Dream Weaver (or similar program) CSM tools, Flash, Photoshop, Quark/InDesign.

Benefits after 60 days. Free underground parking and lunches offered.

Submit your cover letter and resume by secure fax to (703) 684-3478, e-mail to [usn\\_recruit@usn.salvationarmy.org](mailto:usn_recruit@usn.salvationarmy.org) with the job title in the subject line, or send via US Mail to 615 Slaters Lane Alexandria, VA 22314, Attn: HR Office.

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