

Illinois Virtual School – Customer Service Lead

The Illinois Virtual School (IVS) provides leadership in online learning by expanding course opportunities for grades 5-12 students and professional development offerings for educators throughout the state. IVS is a program funded by the Illinois State Board of Education and administered through the Peoria County Regional Office of Education.

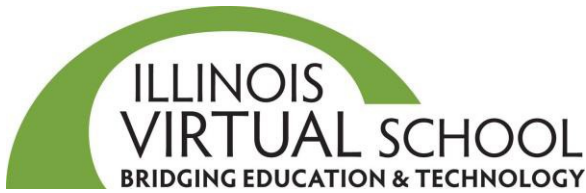
IVS has a new, full-time position opened for a Customer Service Lead. The Customer Service Lead will provide tier one phone support to schools, parents, and students requesting information about Illinois Virtual School as well as general office support responsibilities including electronic filing and database management.

Job requirements and qualifications include:

- Excellent written and verbal communication skills.
- Strong interpersonal skills. Previous experience with customer support is preferred.
- Experience with Microsoft Access (database), spreadsheets, word processing and various web-based applications.
- Technical aptitude and experience in learning new systems.
- Excellent organization skills with attention given to details and accuracy.
- Proficient in Internet research/navigation and Microsoft Office suite.

The Customer Service Lead position is a 12-month, full-time position. Salary will be based on experience but will range from \$30,000 – 34,000.

To apply, download and complete the IVS application (<http://www.ilvirtual.org> – located in News & Updates (right-side of page, grey panel). Submit the completed application, and resume with references to Cindy Hamblin. Submission can be made via email (chamblin@ilvirtual.org) or mail (Illinois Virtual School, P.O. Box 103, 10112 West Dubois, Edwards, IL 61528). Application deadline is May 29, 2015.



IVS Application

The application contains interactive fields. You can type in the highlighted fields, then print and mail the completed application and other required documentation (cover letter, resume, additional information, and/or teaching certificate) to the address below. You may also scan and email or fax the completed application to Cindy Hamblin, IVS Director.

Illinois Virtual School
 ATTN: Cindy Hamblin, Director
 10112 West Dubois Road, P.O. Box 103
 Edwards, IL 61528

Phone: (309) 676-1000 ext. 51
 Fax: (309) 680-5808
 Email: chamblin@ilvirtual.org

Position applying for: _____

Date you can begin work for IVS: _____

PERSONAL INFORMATION

Name _____ Phone _____

Address _____ Cell Phone _____

City _____ State _____ Zip _____

Email _____

Preferred Method of Contact: Email or Phone _____

If phone, best time to be called: _____

EDUCATION

In the text fields below, please identify the educational institutions you have attended.

School	Name & Location	Major/Minor	Degree
College			
College			
HS			
Other			

EMPLOYMENT HISTORY

In the text fields below, please list your employment history. List most recent position first.

Dates		Employer	Location	Position Held	Reason for Leaving
From	To				

REFERENCES

In the text fields below, please list three references.

Name	Position/Title	Phone <u>and</u> Email

ADDITIONAL PROFESSIONAL DATA:

Create a word processing document for your responses to the following numbered items. Submit the word processing document with this IVS application.

1. **Biographical Sketch** – Provide a description of your experiences, skills, and/or special talents which may contribute to your success in the position you are applying for.
2. **Professional Development/Training** – Identify the professional development, coursework, or training completed during the past two years.

LEGAL INFORMATION

Background

Have you ever been dismissed, asked to resign, or non-renewed by a previous employer? _____
If yes, explain on separate sheet.

Have you ever been arrested or convicted of any felony, misdemeanor, or other offense, the circumstances of which substantially relate to the nature of the activities, and other related duties contemplated by this application? _____ If yes, describe in detail on a separate sheet.

Equal Opportunity Employer

The Illinois Virtual School, in accordance with Illinois School Code (105 ILCS 5/24-4), is an equal opportunity employer and will not consider color, race, sex, nationality, religion or religious affiliation as a qualification or disqualification for employment.

Applicant Background Verification Agreement

I certify that the information provided by me in this application is true and accurate in all respects. I agree that if any information that I have supplied is found to be false, it shall be considered sufficient cause for denial of employment or dismissal. I authorize the use of any information in my application to verify my statement. I authorize past employers, all references, and any other person to answer all questions regarding my ability, character, reputation and past employment record. I release all such persons from any liability or damages on account of having furnished such information.

Signature of Applicant

Date

For Office Use Only:

Orientation or equivalent experience _____ W 9 Form _____

Certificate _____ Contract _____