



DEPARTMENT OF COMMUNITY DEVELOPMENT SERVICES

Administrative Division

m e m o r a n d u m

TO: Urbana Civil Service Commission

FROM: Elizabeth H. Tyler, Ph.D., FAICP, Community Development Director

Cc: Todd Rent
Elizabeth Borman

DATE: June 17, 2016

SUBJECT: Reclassification of Administrative Assistant, Administrative Division

Introduction

The Community Development Services Department is requesting a reclassification of the current Administrative Assistant I position to an Administrative Assistant II position within the Administrative Division of the Department. This reclassification will better serve the Administrative Division and the City of Urbana as a whole by reflecting the current needs of the division and current duties of administrative staff. This reclassification is necessary due to the continued expansion of duties and responsibilities for this position over the past several years and to bring it in line with other similar Administrative Assistant II positions elsewhere in the city.

Background

Attached to this memorandum is the proposed job description for the Administrative Assistant II position in the Administrative Division within the Community Development Services Department. Currently the Division includes an Administrative Assistant I position, whose duties over the years have increased in complexity and autonomy without a corresponding reclassification. In addition, this Division has been expanded to now encompass staffing and duties associated with marketing activities and with the Market at the Square. This request recognizes those changes in duties.

Discussion

Currently, the job description for administrative staff in the Administrative Division is at the Administrative Assistant I level. However, since the job description for the Assistant I position was written several years ago, expectations and duties for the position have significantly changed and increased. In addition to having constant direct contact with the general public as the front

line for the Community Development Services Department, this position serves as the department-wide secretary, processing purchase orders, competitive purchasing orders, travel requests, and educational requests and maintaining supplies and equipment. The position also serves as the Executive assistant to the Department Director, conducting research and analysis on a variety of topics, preparing correspondence, maintaining records, and assisting in calendaring of the Director's schedule. In addition, this position now serves as a liaison to a number of public bodies, many of which have been formed in recent years, including the Public Arts Commission, Market at the Square Advisory Commission, Tax Increment Finance Joint Review Board, and Business and Development Roundtable group, including meeting scheduling, noticing, preparation of meeting packets and serving as the recording clerk. Public meeting requirements have also been increased through the state's Open Meetings Act, and this position is responsible for complying with those requirements when setting the public meetings and distributing meeting materials.

This position also requires increasing responsibility through the intake of significant application fees for building permits and other Community Development programs. Responsibilities within this position have further grown due to the 2012 retirement of an Administrative Assistant II within the Grants Management Division, a position which could not be refilled due to funding limitations. As a result, the other Administrative Assistant staff members within the department have expanded their duties to cover many of those previously provided by that position. In part as a result of this, along with the expansion of other duties, two other Administrative Assistant I positions within Community Development Services have recently been reclassified to the Administrative Assistant II level. It is appropriate that this position also be reclassified as it has experienced a similar expansion of duties and complexity of duties performed.

The proposed reclassification of the Administrative Assistant I position to an Administrative Assistant II position recognizes the increased level of complexity of tasks now expected of and provided by the position. Reclassifying the Administrative Assistant position in the Administrative Division to the Administrative Assistant II level will more accurately reflect the position's current responsibilities and duties as they have grown over time.

Fiscal Impact

The Administrative Assistant II position would continue to be paid from the Community Development Services Budget. The total annual increase in salary would be approximately \$4,900. Accommodation within the Community Development budget has already been made for FY17 through reductions in other recurring line items, and will continue to be budgeted within the department in future years.

Recommendation

Staff recommends that the Civil Service Commission approve the revised job description and approve the reclassification.



Job Reclassification/Revision Request Form

(To be completed by Department or Division Head, Supervisor or Designee)

This request form should be submitted to Human Resources no later than 72 hours prior to the next Civil Service Commission meeting date. The meeting schedule can be found at: <http://urbanaillinois.us/boards/civil-service-commission>.

Section 1—Proposed Reclassification/Revision Information

This is a request for: ☐ Job Description Revision ☐ Reclassification ☐ Both

Department _____ Division _____

Current Title _____ Current Grade _____

Requested Title _____ Requested Grade _____

Section 2—Reason for Job Description Revision Request

Select the areas that are being revised: ☐ Job Summary ☐ Essential Duties and Responsibilities

☐ Immediate Supervisor ☐ Education/Experience ☐ Knowledge, Skills and Abilities ☐ Physical Demands

☐ Supervisory Responsibilities ☐ Work Environment ☐ Licenses, Certificates, and Memberships

Section 3—Reason for Reclassification Request

☐ Reorganization ☐ Reallocation of duties from unfilled vacancy(ies)

☐ Higher level duties proposed by department/division head ☐ Other: _____

Per Civil Service Rule 2.10, factors that determine the need for reclassification may include the following reasons. Please select all of the changes that have occurred to the classification which would warrant a reclassification:

☐ Complexity of Work ☐ Access to Confidential Information

☐ Independence of Action ☐ Organizational Accountability

☐ Fiscal Responsibility ☐ Supervision Exercised

☐ Other: _____

Section 4—Attachments

In addition to this completed form, the following information must accompany each reclassification request:

- ✓ Cover memo summarizing significant job description changes and why the reclassification is warranted (base this on the increased duties and the scope of responsibilities)
- ✓ Revised position description using “Tracked Changes” to show revisions.
- ✓ Department organizational chart (list position titles and employee names)

Approvals

Supervisor

Date

Department Head

Date

Human Resources Only:

Received on date: _____ By: _____



ADMINISTRATIVE ASSISTANT II (CD/Administration)

JOB DESCRIPTION

**JOB
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Perfor
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Department:	Community Development Services	Division:	Administrative
Work Location:	Urbana City Building	Percent Time:	100%
Job Type:	Civil Service	FLSA Status:	Non-Exempt
Reports To:	Director of Community Development Services	Union:	Non-Union

reception and administrative duties for the Community Development Services Department as a whole as well as specific administrative duties for the Administrative and Economic Development Divisions; responds to telephone contacts and visitors to the office; acts as purchasing, payroll, and financial clerk for department; serves as recording secretary and administrator for boards and commissions; conducts research, prepares correspondence, schedules appointments and maintains files for the Director of Community Development Services; maintains supply and equipment inventories; and reconciles financial records for the department.

Scope: This position is typically the first point-of-contact in the Community Development Services Department. Employees must be able to work in a high stress environment and handle multiple priorities. Incumbents should have the ability to diffuse situations and the ability to remain calm and courteous at all times.

DEFINING CLASS CHARACTERISTICS:

Administrative Assistant II positions are responsible for performing a wide variety of clerical, secretarial, and administrative support functions for one or more high-level managers or department directors. The primary focus of the Administrative Assistant II is to provide administrative support services to people, typically department and division heads, as well as boards and commissions. Varied and responsible public and interpersonal contacts are typical of this position series. Generally, the difference between the Administrative Assistant I and Administrative Assistant II is that the latter enjoys a stronger and more comprehensive administrative role in the department.

ESSENTIAL FUNCTIONS

Administrative Responsibilities

1. Performs diverse duties requiring a wide variety of responsible contacts with the public, managers and officials; following general guidelines, uses tact, diplomacy and independent judgment to provide information in response to inquiries and complaints. This may include:
 - a. Reception duties: Receives and greets all visitors including vendors, customers and other visitors having business with department; assists, provides instructions or directs to other departments if appropriate.
 - b. Phone duties: Provides telephone reception services to the general public and/or staff; assists callers or routes to appropriate staff.

Administrative Assistant II (CD/Administration)

- c. Responding to requests for publications; providing and explaining application and procedures; screening completed applications as necessary in absence of Division staff, collecting and forwarding fees, to the appropriate department; circulating applications for appropriate review and authorization.
2. Conducts research, prepares letters, memos and other written communications for Department Director, Economic Development Manager and other staff.
3. Establishes and maintains confidential and administrative files and record systems, reports, and large mailings. Develops and maintains files for related functions.
4. Schedules appointments, make reservations, and arrange for conferences and meetings.
5. Maintains and orders office supplies and equipment, monitor and arrange for equipment repair.
6. Assists the Director, Economic Development Manager and other staff with monitoring Division expenses.
7. Researches records to answer questions, provides information and referrals concerning services and projects, and takes appropriate action to resolve problems. Refers non-routine matters to appropriate staff.
8. Serves as recording secretary and administrator for Public Arts Commission, Market at the Square Advisory Board, and Tax Increment Financing Joint Review Board; substitutes as recording secretary for other Community Development Services Department boards and commissions, as needed.
9. Helps to coordinate various departmental, economic development, and marketing events, including the Business and Development Roundtable Luncheons, Food Truck Rallies, etc.
10. Serves as a notary and notarizes petitions, property documents, and other materials as necessary.
11. Serves as purchasing clerk for the department; prepares and processes purchase orders for final approval and payment; maintains documentation regarding same; prepares competitive purchasing requests; and submits purchase requests and purchase orders.
12. Provides backup support to other administrative support staff as needed.
13. Screens, sorts, and arranges incoming correspondence and mail in order of priority and distributes same.
14. Schedules meetings and appointments.
15. Makes continuing education, training, travel and meeting arrangements for the Department.
16. Schedules use and keeps key for shared Community Development Services pool vehicle (CD9).
17. Serves as payroll clerk for the Community Development Services Department.
18. Controls departmental petty cash fund; distribution and reconciliation of the same
19. Maintains inventories on all equipment and office supplies.
20. Copies all letters, files, forms, and documents as needed within the scope and function of the office, including Community Development Services Department memoranda for City Council packets.
21. Performs other related duties as they occur within the scope and function of the Community Development Services Department.

Commission & Board Support

22. Notifies individuals and media by mail, e-mail and/or fax of impending Public Arts Commission, Market at the Square Advisory Board, and Tax Increment Finance Joint Review Board meetings and hearings in compliance with the Open Meetings Act. Works with the CD Director, division managers and other staff to support the activities of various committees and boards administered by the Department.

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23. Assists in preparation of documents for meetings of the City Council, Public Arts Commission, Market at the Square Advisory Board, Tax Increment Finance Joint Review Board, and other committees and boards and compiles agenda packets.
24. Attends commission and board meetings as assigned to serve as recording secretary.
25. Notifies individuals and media by mail of impending board and commission meetings in compliance with the Open Meetings Act. Prepares posting materials for display on subject properties.

This information is intended to be descriptive of the key responsibilities of the position. The preceding examples do not identify all duties performed by any single incumbent.

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Knowledge and abilities typically acquired through graduation from high school, supplemented by additional course work in office practices and procedures, and one (1) year work experience in a standard office setting.

Knowledge of

- Business English, punctuation, spelling, grammar, and business math.
- Office practices and procedures and operation of standard office equipment, including a personal computer, typewriter, fax machine, multi-line phone system, voice mail, and copier.
- Illinois Open Meetings Act

Skills

- Advanced level proficiency of Microsoft Office software, especially Word, Excel, Access, and Publisher.
- High level of interpersonal skills to handle sensitive and confidential situations.
- Some analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work.

Ability to

- Perform highly skilled administrative and secretarial work.
- Establish and maintain complex and confidential records, files and documents.
- Work independently, exercise good judgment in making decisions and in performing assigned duties.
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions.
- Interpret, explain and enforce departmental and City policies and procedures.
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public.
- Interact with people in difficult situations.
- Prioritize workload.
- Develop and maintain filing system.
- Type at a rate of sixty (60) words per minute on a personal computer keyboard.
- Demonstrate poise, tact and diplomacy.

Administrative Assistant II (CD/Administration)

- Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.
- Work with frequent interruptions.
- Transcribe accurately and efficiently from a dictaphone or comparable voice recording device.
- Use or learn to use new and existing personal computer programs, including the Microsoft Office Suite software (Word, Excel, Access, and Outlook).
- Attend approximately two (2) evening meetings per month to provide administrative support and to record minutes.

Licenses, Certifications And Memberships Required

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment.

Desirable Additional Qualifications:

- Knowledge of municipal government functional areas and specific word processing software utilized within the various department in the City. Knowledge and experience in public records laws, applicable state and City regulations. Basic graphic design skills and/or skill using the Adobe Creative Suite.

JOB-SPECIFIC COMPETENCIES

- **Communication**
Writes and speaks effectively; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.
- **Problem Solving**
Anticipates problems; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.
- **Attention to Detail**
Follows detailed procedures and ensures accuracy in documentation and data; concentrates on routine work details; organizes and maintains a system of records.
- **Flexibility**
Remains open-minded and changes opinions on the basis of new information; performs a wide variety of tasks and changes focus quickly as demands change; manages transitions from task to task effectively; adapts to varying needs and conditions.
- **Organization**
Able to manage multiple projects; able to determine project urgency in a practical way; uses goals to guide actions; creates detailed action plans; organizes and schedules people and tasks effectively.
- **Responsiveness to requests for service**
Responds to requests for service in a timely and thorough manner; does what is necessary to ensure customer satisfaction; prioritizes customer needs; follows up to evaluate customer satisfaction.

EXPECTATIONS

The City of Urbana is committed to excellence for and expects the employees to model the following values:

- **Respect** - We champion diversity and welcome individual perspectives, backgrounds and opinions. All individuals are to be treated with respect and dignity.

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- **Integrity** - We are stewards of the public's trust and are committed to service that is transparent and consistent with City regulations and policies. We are honorable, follow through on our commitments, and value open communication. We are accountable to ourselves, to the City and to the public.
- **Customer Service** - We are dedicated to exceeding the expectations of our community and our peers by demonstrating professional service with a solution-oriented approach.
- **Collaboration** - We are committed to organizational success and celebrate our shared dedication to public service. We believe in the power of collaboration and the sum of our individual contributions leads to results greater than what we could have accomplished alone.

CONTACTS

- Daily contact with other City and Departmental Personnel by phone, e-mail, and by visits to the office.
- Daily contact with residents, public officials, developers, development professionals and other agency representatives by phone, e-mail, and by visits to the office.
- Regular contact with government officials, developers, and citizen committees to schedule meetings, events, and contacts with division staff.

SUPPLEMENTAL INFORMATION

WORK ENVIRONMENT:

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Standard office setting

PHYSICAL REQUIREMENTS

- Read and understand information and ideas presented in writing.
- See details at close range (within a few feet of the observer).
- Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, mathematical operations).
- Listen to and understand information and ideas presented through spoken words and sentences.
- Communicate information and ideas in writing so others will understand.
- Communicate information and ideas in speaking so others will understand.
- Apply general rules to specific problems to produce answers that make sense.
- Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Generate or use different sets of rules for combining or grouping things in different ways.
- Make fast, simple, repeated movements of the fingers, hands, and wrists.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SPECIAL EFFORT REQUIRED:

- Works with confidential files.
- Must possess a valid State of Illinois Class D driver's license within 15 days of employment.
- Serves as a notary.

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- Must attend approximately two (2) evening meetings per month to provide administrative support and to record minutes.
- Responsible for purchasing, equipment, and payroll processing and records for Department
- Must close up and lock up second level on a nightly basis and the lower level in the absence of support staff.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

General revision:

For HR/Finance Use

Title Code 024	Pay Grade 30
EEO Category 6– Administrative Support	

MAYOR and CITY COUNCIL

OTHER DEPARTMENTS

ELIZABETH TYLER, PhD, FAICP
Director of CD Services Department

BOARDS & COMMISSIONS

SUKIYA REID
Administrative Assistant I

NATALIE KENNY MARQUEZ
Market at the Square Director/
Marketing Coordinator

STERLING BOLLMAN
Marketing Intern

ECONOMIC DEVELOPMENT DIVISION

BRANDON BOYS
Manager

LIBBY HORWITZ
Economic Development Specialist

VACANT
Economic Development Specialist

PAULINE TANNOS
Public Arts Coordinator

MORGAN WHITE
Public Arts Intern

GRANTS MANAGEMENT DIVISION

KELLY MIERKOWSKI
Manager

MATT REJC
Community Development Coordinator

RANDY BURGETT
Housing Rehabilitation Coordinator

DON HO
Grants Compliance Specialist

PLANNING DIVISION

LORRIE PEARSON
Manager

VACANT
Planner I/II

KEVIN GARCIA
Planner II

CHRISTOPHER MARX
Planner I

Aliza Kamrun
Planning Intern

TERI ANDEL
Administrative Assistant II

BUILDING SAFETY DIVISION

JOHN SCHNEIDER
Manager

VACANT
Building Inspector

TIM MECUM
Electrical Inspector

JOHN KUNICH
Plumbing-Mechanical Inspector

PATRICK BOLGER
Housing Inspector

NICK HANSON
Housing Inspector

VACANT
Code Enforcement Coordinator

VIVIAN PETROTTE
Administrative Assistant II

SHARON HUMES
Clerk-Typist

