



## ADMINISTRATIVE ASSISTANT III

### JOB DESCRIPTION

<b>Department:</b> City Clerk's Office	<b>Division:</b> Administration
<b>Work Location:</b> Urbana City Building	<b>Percent Time:</b> 100%
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> City Clerk	<b>Union:</b> Non-Union

### JOB SUMMARY

Provides advanced administrative support to the City Clerk; provides and receives information by phone, by mail, and in-person; processes and maintains permanent records of ordinances, resolutions, contracts and agreements; monitors contracts and agreements filed with the City Clerk's Office; properly disposes of documents; prepares certified documents; takes and transcribes minutes at meetings of City Council, Council Committee, and various meetings; prepares and distributes packets and agendas for various meetings; assists with election process; assists with budget preparation; substitutes in absence of City Clerk.

#### Defining Class Characteristics:

Performs and coordinates complex technical and administrative duties in a specific programmatic or administrative specialty area in support of the Mayor, City Clerk, a department head or an Executive manager. Work assignments require interpretation and application of policies, procedures, and regulations and involve frequent direct contact with the public, as well as performing various research support functions. Employees in this class often have contact with the public and answer a variety of questions requiring knowledge of City and departmental policies, procedures, and forms, and have the ability to choose among alternatives in solving problems. As this level, employees are expected to have substantial administrative and technical work experience.

This is a single-position classification per City Department or Executive Division. It is distinguished from other administrative support classes in that the position provides advanced-level support to the Mayor, City Clerk, a department head or an Executive manager. Responsibilities require the exercise of independent judgment, technical knowledge of the specific area of assignment and of overall City and community activities.

### ESSENTIAL FUNCTIONS

#### **Administrative**

- Process ordinances, resolutions, and contracts and agreements, including, obtaining correct documents; assigning numbers; obtaining the Clerk's signature and seal and the Mayor's signature; distributing appropriately to staff and as directed by City Council.
- Monitor contracts and agreements that are filed with the City Clerk; determine closed file status and notify Legal Division of renewals or expirations.
- Develop new procedures and forms as required by newly enacted legislation.
- Compose correspondence.
- Prepare certified documents for attorneys and City personnel.

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- Attend City Council meetings, committee meetings, Township Board meetings, and public hearings to take minutes and provide clerical assistance.
- Compose minutes of meetings in summary or standardized form, as appropriate.
- Set up tape recorder, public address system, prepare coffee and ice water, pass out materials prior to City Council meetings, Committee meetings, and other meetings as necessary.
- Type verbatim minutes of meetings as necessary.
- Maintain and update Permanent Record Book of ordinances and resolutions passed by City Council employing proper word processing procedures.
- Dispose of records in accordance with the Local Records Act.
- Serve as intra-office resource person regarding the City Code of Ordinances, specific ordinances/resolutions and agreements, and office procedures.
- Accept, log, respond, and direct for response all Freedom of Information requests.
- Search and retrieve documents for staff members and citizens.
- Process licenses for Raffles, Going out of Business Sales, ~~Solicitors, and Vending permits~~ and Domestic Partnerships.
- Prepare purchase orders for Clerk's Office according to City policy.
- ~~Coordinate annual Relocator Registration and notify Public Works Department of which businesses may relocate vehicles.~~
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- Monitor budget line-item balances for the City Clerk's Office throughout the year.
- Coordinate purchase and distribution of City Directory for City Departments (bi-annually), determine appropriate listings, prepare purchase orders, and follow-up with individual departments.
- Process Subdivision Performance and Maintenance Bond Extensions and Releases according to established procedures.
- Coordinate annual distribution of Code Supplements.
- Assist with Annexation Notification Process.
- Assist with election procedures by obtaining and preparing appropriate candidate filing materials from State Board of Elections; interpreting ward maps; accepting petitions and papers from candidates, ensuring candidates have met filing requirements, and prepare documents for candidate certification and placement on ballot (every two to four years).
- Complete annual National League of Cities survey and other surveys and questionnaires on behalf of the City as required.
- Update and distribute Freedom of Information Directory by assembling current member lists of committees, commissions and boards, and reviewing narrative.
- Assist with City Budget process (annually) by recommending amounts for specific line items, assisting with Council Budget process by attending bi-weekly meetings (April-May), and completing paperwork as required by the Finance Department.

### **Communication Skills and Customer Service**

- Uses independent judgment to prepare various forms of correspondence, including letters, memos, e-mails, facsimile recordation and documentation; correspondence may or may not be reviewed by supervisor,
- Answer or refer, by phone, by mail, and in person, inquiries made by members of the public, governmental and outside organizations and agencies, and personnel from other City divisions and departments.
- Interacts with a diverse array of internal and external contacts in a professional, efficient and respectful manner.
- Make travel arrangements for City Council members and City Clerk, including arranging registrations, reservations, and travel accommodations; prepare travel advance and reconciliation forms according to City Travel Policy, and prepare travel packets.

### **Organization**

- Assist with supervision of one Administrative Assistant I/II to the City Clerk's Office.
- Substitute in absence of Administrative Assistant I/II to City Clerk's Office.
- ~~Serves as the legal authority to sign official and legal documents in the absence of the City Clerk.~~
- Other related duties as assigned.

## **JOB REQUIREMENTS**

### **Education & Experience**

- Knowledge and abilities typically acquired through graduation from high school or GED; associate's degree in Office Professional Studies or related field is preferred.
- Three to five years of increasingly responsible administrative and secretarial experience, preferably with the past three years working in a highly responsible position.
- At least three years of experience processing record requests under the Illinois Freedom of Information Act.
- At least three years of experience working with the Illinois Open Meetings Act.
- Experience handling sensitive information with discretion and good judgment.
- Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy.
- Some analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work.
- Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.

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**Knowledge of**

- Knowledge of business English, punctuation, spelling, business math, office practices and procedures, and the operation of standard office equipment including personal computer, typewriter, facsimile machine, photocopy machine, microfiche reader, and postage metering machine.
- Demonstrated proficiency of MS Office Word, Outlook, Excel, Publisher, PowerPoint, and Access programs. Experience with additional computer systems or the ability to learn is preferred.

**Skills**

- Exceptional communication and interpersonal skills are needed to work with a diverse array of people, including city officials, commission and board members, community organizations and the general public. Excellent verbal and written communications skills required in English; Spanish oral and written fluency is strongly desired.
- Superior organizational skills and attention to detail to successfully manage multiple projects with competing deadlines.

**Ability to**

- Become familiar with established procedures and implement new procedures for processing City of Urbana ordinances, resolutions, licenses, and contracts, as well as procedures for disposal of documents.
- Understand subjects discussed during City Council/ Committee meetings, and closed meetings for summarization in minutes.
- Work evenings and occasional weekends as required.
- Understand election procedures.
- Obtain appointment as a notary public in the State of Illinois within 3 months of hire.
- Interpret ward and zoning maps.
- Communicate effectively both orally and in writing with City personnel of all levels, City officials, officials and personnel from other governmental jurisdictions, business people, attorneys, and citizens.
- Learn and implement new computer entry and word processing programs.
- Prioritize work for meeting deadlines.
- Type at sixty (60) words per minute on a personal computer keyboard or standard electric typewriter.
- Work with frequent interruptions.
- Develop and maintain a complex filing system.
- Make decisions in accordance with laws, ordinances, regulations and established procedures
- Build and maintain professional relationships with City staff across multiple departments.
- Perform responsible and difficult administrative support work involving the use of independent judgment and personal initiative.
- Work with confidential material.
- Learn and successfully use all Departmental computer systems.
- Develop and maintain complex electronic and manual filing systems.
- Type at a rate of sixty (60) words per minute.
- Calmly and effectively handle highly stressful situations.

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- Maintain composure and keep emotions in check, even in very difficult situations.
- Be open to change and considerable variety in the workplace.
- Be reliable, responsible, dependable, and fulfill obligations.
- Maintain strictest of confidence on all matters.
- Transcribe accurately and efficiently from a dictaphone video or comparable voice recording device.
- Stenographic ability may be required at discretion of Department Head.
- Meet attendance and punctuality expectations, including but not limited to: arriving at meetings and appointments on time, ensuring that work responsibilities are covered when absent, scheduling time off in advance when practicable, beginning working on time, and keeping absences within guidelines (see Policy 6.10 of the City's Policy Manual).

**Contacts: Internal/External**

- Daily contact with all levels of City personnel.
- Daily contact with City officials and personnel from other governmental jurisdictions and agencies.
- Daily contact with citizens, business people, and attorneys.

**Work Environment & Other Information**

Work typically occurs in a standard office setting. Normal working hours and days: Mon - Fri; 8:00 a.m. - 5:00 p.m. with a one-hour meal break. Frequently attends night meetings. Overtime as required.

Physical requirements include the ability to lift/carry up to 10-20 pounds occasionally; visual acuity sufficient to read computer screens and printed documents and inspect work in progress; speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer and office equipment. Subject to sitting, client/customer contact, standing, walking, vision to monitor, repetitive motion, stooping/kneeling, squatting, bending, and reaching to perform the essential functions.

This job description is intended to be generic in nature. It is not necessarily an exhaustive list of all duties and responsibilities. The essential duties, functions and responsibilities and overtime eligibility may vary based on the specific tasks assigned to the position.

*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.*

*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.*

*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: 4/18/18

New classification added: 1/27/2016

*For HR/Finance Use*

<b>Title Code</b> 160	<b>Pay Grade</b> 33
<b>EEO Category</b> 6- Administrative Support	