



## Executive Assistant

### JOB DESCRIPTION

<b>Department:</b> <u>Various</u>	<b>Division:</b> <u>Administration</u>
<b>Work Location:</b> <u>Various</u>	<b>Percent Time:</b> <u>Regular, 100%</u>
<b>Job Type:</b> <u>Civil Service</u>	<b>FLSA Status:</b> <u>Non-Exempt</u>
<b>Reports To:</b> <u>Department Head</u>	<b>Union:</b> <u>Non-Union</u>

### JOB SUMMARY

This position provides highly complex, executive-level administrative support and coordinates and controls the clerical and administrative duties for the department, including but not limited to in-depth research; data analysis and compilation; formulating and composing internal and external department reports and correspondence; scheduling meetings and appointments; arranging travel; accounts payable; financial recordkeeping and budget oversight. The position is also responsible for overseeing department payroll administration, records management, filing systems, and assisting with and serving as a department representative at community events, and providing support to each division of the department as needed. Due to the nature of the above work, the incumbent often performs these duties independently, requiring the incumbent to exercise independent judgment and maintain extensive knowledge of policies, and procedures regarding program activities of the department and the City.

The incumbent must be experienced in handling a wide range of administrative and executive support-related tasks, will be able to work with little or no supervision, must be exceedingly well organized, and enjoy the administrative challenges of supporting a department of diverse people and programs. The ability to interact with staff at all levels in a fast-paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality is crucial to this role. Excellent written and verbal communication skills, strong decision-making ability and attention to detail are essential skills for this position.

#### **Defining Class Characteristics:**

Performs and coordinates complex technical and administrative duties in a specific programmatic or administrative specialty area in support of the Mayor, a department head, or an Executive manager. Work assignments require the 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. At this level, employees are expected to have substantial administrative and technical work experience.

This is a single-position classification per City Department. This position is distinguished from other administrative support classes in that the position provides advanced-level support to the Department Head and executive management. Responsibilities require the exercise of independent judgment, technical knowledge of the specific area of assignment, and overall City and community activities.

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## **ESSENTIAL FUNCTIONS**

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### **ADMINISTRATIVE FUNCTIONS**

- Prepares internal and external written correspondence, such as reports, memos, letters, financial statements, press releases, presentations, charts, graphs, tables, and other documents, using word processing, spreadsheet, database, and presentation software. Proofreads copy for spelling, grammar, formatting, and layout. Ensures accuracy and clarity of final copy.
- Manages department calendars as directed; schedules meetings and appointments; resolves scheduling conflicts as needed.
- Facilitates travel arrangements, including coordinating and confirming room reservations, and overseeing transportation details. Prepares travel authorizations, advances, and reconciliation in accordance with the City's travel policy.
- Maintains department records, logs, and files; creates and maintains paper and electronic filing systems; maintains inventory of archived files and arranges for storage and disposal in accordance with the Local Records Act. Maintains strict confidentiality of sensitive materials and information.
- Prepares, processes, updates, and maintains accurate records of department-specific forms, applications, manuals, and other documents.
- Coordinates FOIA responses; serves as primary contact for FOIA Officer as directed; makes redactions; prepares responses to requestors, ensures timely responses in accordance with the Freedom of Information Act.
- Attends and participates in staff meetings as required; attends public hearings, commission meetings, committee meetings, or Council meetings as required; records accurate and comprehensive minutes, capturing key discussions, decisions, and action items. Attendance at meetings outside business hours may be required.
- Prepares memos, ordinances, and agenda items for City Council; prepares and copies final documents for hard copy and electronic distribution consistent with established guidelines.
- Maintains and orders equipment and office supplies for the department.
- Performs data entry and various, department-specific software system procedures; queries databases, retrieves information; compiles and prints reports; performs basic system maintenance.
- Administers and updates department-specific information on the City website and other online sites and portals as necessary.
- Completes and maintains copies of all surveys sent to the department by other agencies.
- Provides information on assigned operations and activities; refers callers to appropriate City staff for further assistance as needed

- Organizes and prioritizes a large volume of information, calls, and requests from citizens, governmental agencies, and other relevant stakeholders, which may include sorting, distributing, and preparing mail and drafting written responses where necessary.
- Plans and coordinates department events.
- Serves as a Notary Public at the discretion of the Department Head.
- Works independently and on a team on nonrecurring and ongoing special projects; acts as project manager for special projects at the direction of the Department Head, which may include planning and coordinating presentations, independent research, and statistical analysis, and compiling and disseminating reports and other information.

### **ACCOUNTING FUNCTIONS**

- Monitors department budget and expenditures; reviews departmental purchases and checks for compliance with purchasing policies. Brings concerns to the attention of management staff.
- Coordinates the preparation of the department's operating budget annually; provides technical budget assistance to the Department Head.
- Creates requisitions, submits purchase orders for payment, and monitors line item balances. Prepares budget transfers and financial analyses as directed by the Department Head.
- Documents, researches, and assists in preparing competitive purchase requests for single and ongoing purchases of department equipment, supplies, and services. Prepares solicitationsm facilitates review of responses, prepares required documentation of selection process, prepares standard contract documents, prepares requisitions.
- Efficiently prepares and submits reimbursement requests for staff training and conferences while meticulously documenting and tracking division expenses. Maintains comprehensive receivables reports and implements effective monitoring systems to track employee utilization of company funds for attending conferences and pursuing professional development opportunities.
- Serves as the payroll administrator for the department; receives, reviews, and processes daily timesheets; logs and reports the use of leave time and compensatory time from the daily rosters. Enters and submits personnel actions. Prepares payroll change sheets. Reviews timekeeping and final payroll reports for accuracy and adherence to the Fair Labor Standards Act, City policy, and relevant collective bargaining agreements.
- Reconciles the department petty cash fund as required.

### **GENERAL FUNCTIONS**

- Receives and distributes incoming mail to departmental personnel; prepares, organizes, and distributes outgoing mail.
- Prepares and mails letters; performs data entry in automated systems, including, but not limited to client or population information, mailing lists, registrations, rosters, invoices, work orders, and purchase orders.

- Communicates with people external to the City and serves as a representative of the department to the public, government agencies, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Represents City interests and interacts with a diverse array of internal and external contacts in a professional, efficient, and respectful manner.
- Maintains effective relations with other governmental officials, community leaders, citizens, news media representatives, etc.

### **OTHER**

- Performs other related duties as assigned.

### **JOB REQUIREMENTS**

#### **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:*

- Completion of high school or equivalent and five years of progressively responsible clerical/administrative experience; or completion of a two-year office science or business administration program and three years of progressively responsible clerical/administrative experience; or an equivalent combination of education and experience.

#### **Preferred Qualifications**

- Experience in a government agency setting.
- Prior payroll and/or A/P experience.
- Progressively responsible administrative experience with budget preparation, data gathering, and analysis.
- Experience processing requests and providing information under the Illinois Freedom of Information Act.
- Experience with Tyler Munis financial system.

#### **Knowledge:**

- Advanced knowledge of the English language including spelling of words, composition, and grammar.
- Basic accounting principles and practices and the analysis and reporting of financial data.
- Advanced knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- The Illinois Freedom of Information Act or the ability to learn.
- The Open Meetings Act or the ability to learn.
- Basic knowledge of municipal government administration, public services, and public finance or the ability to learn.

**Skills**

- Computer Skills – Demonstrated proficiency in current computer software applications including but not limited to Microsoft Office products, e-mail, and the Internet to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Financial Skills – Ability to perform arithmetic, algebraic, and statistical applications to perform payroll and other transactions. Ability to employ accounting principles and practices in the analysis and reporting of payroll data.
- Interpersonal Relationships/Customer Service – Implements principles and processes for providing outstanding customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Develops and maintains cooperative and professional relationships with employees, City management, representatives from other departments and organizations, and the public.
- Time Management - Plans and organizes daily work routine. Establishes priorities for the completion of work following sound time-management methodologies.
- Judgement/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication – Excellent ability to listen and understand directions, information, and ideas presented through spoken word or writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.

**Ability to:**

- Take responsibility and use good judgment in recognizing the scope of authority.
- Exercise sound, independent judgment in solving problems and in analyzing the needs of the Mayor, department head, or Executive manager.
- Independently interpret and apply departmental policies and procedures.
- Work with frequent interruptions.
- Develop and maintain complex filing systems.
- Type and enter data accurately on a standard electric typewriter or personal computer keyboard.
- Operate standard office machines and equipment used in work assignments such as typewriters, computer terminals, printers, recording equipment, calculating machines, copying equipment, telephone equipment, radio equipment, etc.
- Learn City and department-specific software.
- Transcribe accurately and efficiently from a Dictaphone or comparable voice-recording device.
- Complete work tasks with a high degree of accuracy.
- Be honest, ethical, and demonstrate integrity.

- Demonstrate initiative by exhibiting a willingness to take on responsibilities and challenges.
- Demonstrate adaptability and flexibility by being open to change (positive or negative) and to considerable variety in the workplace.
- Be reliable, responsible, dependable, and fulfill obligations.
- Handle highly stressful situations calmly and effectively; maintains composure and keep emotions in check, even in very difficult situations.
- Maintain strictest of confidence on all matters.
- Recall and relate information accurately, reliably and timely and to understand and carry out complex oral and written instructions, prioritize work and meet deadlines.
- Exercise sound judgment and discretion in applying and interpreting operational rules, regulations, policies and procedures.
- Research and compile data, prepare correspondence and reports, and write original material; continually attending to detail in composing, typing and proofing materials.

#### **Licenses, Certifications and Memberships Required**

- Designation as a Notary Public may be required based on department needs.

#### **Job Dimensions**

- Requires making decisions that impact how the work unit provides services and support to internal and external customers.

#### **Contacts: Internal/External**

- Daily contact occurs with City staff, businesses, and members of the public. Frequent, unstructured interactions with other employees or members of the public. Interactions require maturity, patience, and emotional intelligence.

#### **Supervision Received**

- The employee operates under the direction of the Department Head. Works from a general outline of duties and responsibilities; exercises in interpreting the intent of guidelines, methods, and procedures, and determines the best process to achieve objectives.

#### **Level and Complexity of Supervision Exercised**

- This position is not responsible for supervising any staff positions.

#### **Security Level**

- Level PII: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive AND/OR access to and responsibility for information related to the City's finances.
- Level CJIS (Police Department Only): essential functions require unescorted access to unencrypted criminal

justice information. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to meet the essential functions associated with this security level, in accordance with federal requirements.

## **Supplemental Information**

### **Physical Demands and Working Conditions**

- Physical Demands: Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 10 pounds; to lift and carry objects weighing up to 10 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel and/or crouch to retrieve files and other items.
- Working Conditions: Standard office setting. Normal working hours and days: Schedule will be set in consultation with department head. Overtime as required and flexibility for evening/weekend assignments as required. Work requires sitting and/or standing for prolonged periods of time, walking and frequent interaction with others. Work environment is both formal and informal, team and autonomy-oriented, having variable tasks, pace and pressure.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

**Hearing:** Hear in the normal audio range with or without correction.

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: 08/30/2023
- Classification created: 6/22/2016

*For HR/Finance Use*

<b><u>Title Code</u></b>	<b><u>Pay Grade</u></b>
	<u>107</u>
<b><u>EEO Category</u></b>	
6- Administrative Support	



*CITY OF URBANA*

*CITY OF URBANA*

*Human Resources Division*

# ~~ADMINISTRATIVE ASSISTANT III / DEPUTY CITY CLERK~~

## **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. At 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.~~
- ~~● 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.~~
- ~~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 preparing 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.~~

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**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 an associate's degree in~~
- ~~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.~~

### **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.~~
- ~~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).~~

### **Special Requirements**

- ~~Must obtain designation as an Illinois Notary Public within three (3) months of hire.~~
- ~~Must be able to work evenings and occasional weekends as required.~~

### **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 InformationPhysical Demands and Working Conditions**

~~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**

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	

*CITY OF URBANA*

*Human Resources Division*

# ~~ADMINISTRATIVE ASSISTANT III (POLICE ADMINISTRATION)~~

## ~~JOB DESCRIPTION~~

<b>Department:</b> Police	<b>Division:</b> Administration
<b>Work Location:</b> City Building	<b>Percent Time:</b> Full-time (100% FTE)
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Chief of Police	<b>Union:</b> Non-Union

**JOB**

## SUMMARY

Under the direct supervision of the Chief of Police, this position provides administrative and secretarial support for the Chief of Police, Deputy Chief of Police, and the Operations, Investigations, and Services Divisions of the Urbana Police Department. In addition to typing, filing, and scheduling, the responsibilities of this position include performing duties such as financial record keeping, payroll, coordination of meetings and conferences, obtaining supplies, and working on special projects. Also answers routine and non-routine correspondence and assembles highly confidential and sensitive information. Communicates with a diverse group of callers and visitors, as well as internal contacts at all levels of the organization. Independent judgment is required to plan,

~~prioritize, and organize diversified workload, and recommend changes in office practices or procedures.~~

~~The ideal candidate will be experienced in handling a wide range of administrative and executive support related tasks and will be able to work independently with little or no supervision. This person must be exceedingly well organized, flexible and enjoy the administrative challenges of supporting a department of diverse people and programs.~~

~~The ability to interact with staff at all levels in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality is crucial to this role. Excellent written and verbal communication skills, strong decision making ability and attention to detail are equally important.~~

## ESSENTIAL FUNCTIONS

### Clerical

- ~~● Provides responsible and highly complex administrative and secretarial support.~~
- ~~● Ability to assist in the administration of day-to-day activities within the Police Department as directed by the Chief of Police and Deputy Chief of Police.~~
- ~~● Creates and prepares general correspondences, including memos, public announcements and other routine inquiry responses, charts, tables, graphs, etc. Proofreads copy for spelling, grammar, and layout, making appropriate changes. Responsible for accuracy and clarity of final copy.~~
- ~~● Works independently and on a team on special nonrecurring and ongoing projects. Acts as project manager for special projects at the request of the Chief of Police and Deputy Chief of Police, which may include planning and coordinating multiple presentations, disseminating information, coordinating direct mailings, creating brochures, which may include but not be limited to:
  - ~~— Preparing and updating all Policy Manuals and Departmental Policy and Procedures Manual, and saving them on computer files.~~
  - ~~— Assisting Police Chief in processing grant application and maintaining official files on all grants applicable to the Police Department; prepares forms for grant applications; ensures that forms are complete and deadlines are met.~~~~

- ~~— Preparing weekly Operations Bulletin to Police personnel.~~
- ~~— Copying and distributing City Property Damage Reports and accident reports to appropriate departments.~~
- ~~— Preparing agendas for the Urbana Community Alternative Policing Committee and Police Department staff; attending meetings and taking minutes; transcribing and distributing minutes.~~
- ~~— Preparing updates to Police Department rosters, Line of Duty Death and Emergency Contact lists and forms and circulating as appropriate.~~
- ~~— Running computerized monthly reports; assembling, copying, and distributing reports as appropriate.~~
- Processes department payroll and personnel forms.
- Queries databases, collects statistics and disseminates findings as directed; assists with the compilation of periodic reports; responds to special and routine requests for collated or analyzed Police information; administers periodic surveys.
- Maintain Citizen Complaint log, keeping track of assignments and deadlines, sending correspondence to complainant on regular schedule per the City Ordinance.
- Responsible for certain budgetary and accounting duties, such as:
  - ~~— Monitoring and analyzing departmental budget information,~~
  - ~~— Preparing billing and invoices for special details, FBI Task Force, ICE Task Force, and ILEAS reimbursement.~~
  - ~~— Bookkeeping and budgetary responsibilities for the METRO team.~~
  - ~~— Monitoring and reconciles petty cash and reimbursement checks for the Police Department.~~
- Orders police equipment and supplies for Department, compiles price comparisons when appropriate, and insures that standards are met and the costs are within the budgeted amount.
- Processes Departmental purchase orders for payment, insuring the vendor has complied with the Comptroller's requirements.
- Provide significant support in the preparation and administration of the department budget; monitor expenditures including reviewing and processing purchase requisitions and purchase orders; recommend modification or adjustments as appropriate.
- Provide oversight on budget expenditures, including decision making without supervision.



- ~~Enters, computes and maintains payroll records bi-weekly for entire department.~~
- ~~Routinely works without supervision in making budgetary decisions on expenditures~~
- ~~Keep records on Chief of Police and Deputy Chief of Police ILETSB training hours and submitting them annually.~~
- ~~Mailings twice a year to retirees of the police department.~~
- ~~Special occasion mailings to entire police department and their families.~~

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

- ~~Answers phones and directs incoming calls and visitors to the appropriate party promptly and efficiently.~~
- ~~Problem-solves within the department and respond to requests from the public and other City departments.~~
- ~~Routinely speaks with citizens regarding complaints, researching the issue and forwarding to appropriate person to handle.~~
- ~~Interact with a diverse array of internal and external contacts in a professional, efficient and respectful manner.~~
- ~~Transcribe memorandums, police reports, and statements from dictating equipment.~~
- ~~Transcribe tapes pertaining to internal investigations, which may require work to be completed during non-standard office hours due to the time frame and confidentiality of the tapes.~~

### **Organization**

- ~~Organizes and prioritizes large volumes of information and calls, which may include sorting and distributing mail and drafting written responses or replies when necessary.~~
- ~~Schedules, organizes, processes and reconciles complex activities such as meetings, travel, conferences and department activities.~~
- ~~Creates and maintains complex electronic and manual filing systems.~~
- ~~Maintain discipline log, monitoring time restrictions and destruction of discipline records that have expired.~~

- Organizes and stocks office supply storage room.
- Organizes initial issue purchase orders, name badges, state and local documents, business cards, roster additions and personnel forms for new Police Officers.
- Maintains an inventory of equipment as directed.
- Receives and distributes phone bills and collects monies for all personal and business phone calls for the Police Department.
- Uses a City vehicle to pick up supplies.
- Performs other related duties as assigned.

### JOB REQUIREMENTS

#### 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 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.

#### Knowledge of

- Excellent command of the English language and grammar, business math, office practices and procedures, and operation of standard office equipment.
- Working knowledge of municipal budgeting procedures

#### Skills

- Interpersonal skills sufficient to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy.
- Analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work.

- ~~Demonstrated proficiency of MS Office 2007 Word, Outlook, Excel, Publisher, PowerPoint, and Access programs. Experience with additional computer systems or the ability to learn is preferred.~~
- ~~Strong attention to detail with continual attention to composing, typing and proofing materials, establishing priorities and meeting deadlines.~~

### **Ability to**

- ~~Learn and successful use all departmental computer systems.~~
- ~~Develop and maintain complex electronic and manual filing systems.~~
- ~~Type at a rate of sixty (60) words per minute.~~
- ~~Transcribe accurately and efficiently from a Dictaphone or comparable voice-recording device.~~
- ~~Calmly and effectively, handle high stress situations.~~
- ~~Maintain composure and keep emotions in check, even in very difficult situations.~~
- ~~Be open to change and considerable variety in the workplace.~~
- ~~Maintain strictest of confidence on all matters.~~
- ~~Be reliable, responsible, dependable, and fulfill obligations.~~
- ~~Consistently demonstrate strong sense of honesty, integrity and ethics.~~

### **Licenses, Certifications and Memberships Required**

- ~~Valid Illinois driver's license and a safe driving record.~~

### **Special Requirements**

- ~~Must successfully complete a background check which includes a criminal history and records check.~~
- ~~Must maintain dress code as determined by departmental policy.~~

### **Job Dimensions**

- Regular contact with department heads, police officers, city personnel, lawyers, criminal justice officers, and related agencies.
- Daily contact with public.

### **Physical Demands and Working Conditions**

- Standard office setting. Normal working hours and days: Mon–Fri, 8:00 a.m.–5:00 p.m.; 1 hr meal break. Overtime as required; may occasionally be required to be present at meetings and activities held in locations other than Police Department at hours beyond the normal workday.
- This position works in an office-type setting and may require maintaining physical condition necessary for sitting for prolonged periods.

*The work environment characteristics described here 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.*

#### **GENERAL INFORMATION:**

*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**

New class: 7/8/2015

For HR/Finance Use

<b>Job Class Code</b>	<b>Pay Grade</b>
<b>EEO Category</b> 6-Administrative Support	<b>LVL</b>



CITY OF URBANA  
Human Resources Division

# Administrative Assistant III—UFD

## JOB DESCRIPTION

<b>Department:</b> Urbana Fire Department	<b>Division:</b> Administration
<b>Work Location:</b> Urbana City Building	<b>Percent Time:</b> Regular, 100%
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Fire Chief	<b>Union:</b> Non-Union

### JOB SUMMARY

This position reports directly to the Fire Chief. This position provides complex, executive-level administrative support to the Command Staff, and coordinates and controls the clerical and administrative duties for the department, including but not limited to in-depth research; data analysis and compilation; formulating and composing internal and external department reports and correspondence; scheduling meetings, appointments, and inspections; arranging travel; issuing Fire Prevention Permits; accounts payable; and budget oversight. The position is also responsible for supervising the department payroll administration, records management, and filing systems, and assisting with and serving as a department representative at community outreach and recruitment events. Due to the nature of the above work, the incumbent often performs these duties independently, requiring the incumbent to exercise independent judgment and maintain extensive knowledge of policies, procedures regarding program activities of the department and the City.

#### Defining Class Characteristics:

Performs and coordinates complex technical and administrative duties in a specific programmatic or administrative specialty area in support of the Mayor, 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, 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.

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## ESSENTIAL FUNCTIONS

### ADMINISTRATIVE FUNCTIONS

- Prepares internal and external written correspondence, such as reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and presentation software.
- Schedules meetings and appointments for the Fire Chief and Division Chiefs.
- Makes copies of any needed or required correspondence as requested by the management staff.
- Coordinates travel arrangements for department personnel including room reservations and transportation. Oversees and completes travel authorizations, advances, and reconciliation pursuant to City travel policy.
- Maintains department records; creates and maintains filing systems; updates files such as payroll file, correspondence file, billing file, Fire Prevention Permits file, personnel files, commercial/multifamily occupancy file, competitive purchase form file, internal vendor account file, etc.
- Prepares and organizes files for scanning and archiving with the State of Illinois.
- Creates and maintains records of all interdepartmental forms, including employee's personal and emergency information, pagers, cell phones, emergency call back list, addresses,, etc.
- Maintains and orders office supplies and fire prevention program supplies.
- Prepares, mails, and maintains accurate records of Fire Prevention Permits and Fire Code Violation notices.
- Performs various Firehouse software system procedures, such as printing reports and basic system maintenance.
- Assists in maintaining and updating building occupancy information in Firehouse software system.
- Assists Fire personnel with proper input of information into Firehouse.
- Completes and maintain copies of all surveys sent to department by other agencies.
- Assists the Fire Chief and other Fire Officers with activities and needed functions during and after fires and other emergencies.
- Prepares and mails letters; updates mailing lists.
- Maintains the EOC phone and pager list for all departments within the City of Urbana.

- ~~Assists in processing paperwork and permits for pyrotechnic displays.~~
- ~~Initiates Knox Box orders and maintains tracking forms for new installations.~~
- ~~Prepares, organizes, and distributes Fire Prevention Week invitations to schools, daycares, boy scouts; schedules appointments for and participates in activities at Lincoln Square.~~
- ~~Assists Prevention Division in annual reviews; updates and orders Home Fire Life Safety Hang Tags. Distributes HFLS packets to citizens requesting additional information.~~
- ~~Schedules public speaking engagements for Fire Prevention and Education presentations as well as arranging and scheduling fire station tours.~~
- ~~Oversees the distribution of daily inspection violation reports to businesses.~~
- ~~Processes requests from other governmental agencies.~~
- ~~Prepares ordinances at the direction of the Fire Chief.~~
- ~~Prepares departmental procedural documents.~~

#### ACCOUNTING

- ~~Maintains the Fire Department subsidiary expenditure ledgers and reconciles to the general ledger. Reviews departmental purchases and checks for compliance with purchasing policies.~~
- ~~Oversees preparation of the Fire Department operating budget; provides technical budget assistance to Fire Chief.~~
- ~~Processes purchase orders for payment and monitors line item balances. Prepares budget transfers and financial analyses as directed by the Fire Chief.~~
- ~~Documents, researches, and assists in preparing competitive purchase requests for single and on-going purchases for the department's equipment and supplies.~~
- ~~Prepares billing lists of businesses owing money to the Fire Department for Fire Prevention Permits, Fire Code Violations; maintains file system for outstanding bills; works with City's Finance and Legal departments to collect delinquent accounts.~~
- ~~Prepares and submits reimbursement requests for fire training grants. Documents and tracks payments received from OSFM and MABAS. Maintains receivables reports.~~
- ~~Serves as payroll administrator for the department; receives, reviews, and processes daily timesheets; logs and reports use of leave time and compensatory time from the daily rosters. Prepares payroll change sheets. Inputs educational incentives, specialty pay, shift changes and retirements into the AS400. Reviews final payroll reports for accuracy and IAFF contract compliance.~~
- ~~Collects monies for copies of fire reports.~~
- ~~Reconciles the department petty cash fund.~~
- ~~Participates as a member of the management team at labor negotiations by providing statistical analysis and research of labor/management proposals.~~

**DEPARTMENTAL PERSONNEL FUNCTIONS**

- ~~Logs and processes requests for Employee Educational Incentive Program and Specialty Pay Bonus.~~
- ~~Initiates Personnel Action Request Forms (PARFS) for new employees, retirees, and all pay increments per Local 1147 contract.~~
- ~~Updates and maintains departmental information on firefighter requirements, benefits, pension, and Prevention/Education activities.~~
- ~~Updates the fire department roster on the Office of the State Fire Marshal web site.~~
- ~~Updates new and existing employee information in Firehouse software system.~~
- ~~Maintains employee training files.~~

**COMMUNICATION**

- ~~Receives and distributes incoming mail to departmental personnel; prepares, organizes and distributes outgoing mail.~~
- ~~Receives and refers telephone and visitor inquiries; responds to requests for information by phone or by mail or refers as appropriate.~~
- ~~Communicates with people external to the City and serves as a representative of the department to the public, government agencies, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.~~
- ~~Attends and presents at public speaking engagements for Fire Prevention and Education presentations and recruitment events.~~
- ~~Oversees all Freedom of Information Act requests pertinent to the department; responds to all such requests.~~
- ~~Represents City interests and serves as department liaison to the Communications & Outreach Group.~~
- ~~Represents City interests and serves as the Fire Department web page administrator.~~
- ~~Represents City interests and serves as the Fire Department social media page administrator.~~
- ~~Maintains effective relations with other governmental officials, community leaders, citizens, news media representatives, etc.~~
- ~~Issues media releases at the direction of the Fire Chief or Fire Marshal.~~

**OTHER**

- ~~Performs other related duties as assigned.~~

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**JOB REQUIREMENTS**

**REQUIRED KNOWLEDGE OF:**



- ~~Advanced knowledge of the English language including spelling of words, composition, and grammar.~~
- ~~Advanced knowledge of accounting principles and practices and the analysis and reporting of financial data.~~
- ~~Advanced knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.~~
- ~~The Illinois Freedom of Information Act or the ability to learn.~~
- ~~Basic knowledge of municipal government administration, public services, and public finance or the ability to learn such.~~

**REQUIRED SKILLS**

- ~~Computer Skills—Demonstrated proficiency of current computer software applications including but not limited to Microsoft Office products, e-mail, and Internet to effectively complete a variety of administrative tasks with reasonable speed and accuracy.~~
- ~~Financial Skills—Ability to perform arithmetic, algebraic, and statistical applications to perform payroll and other transactions. Ability to employ accounting principles and practices in the analysis and reporting of payroll data.~~
- ~~Interpersonal Relationships/Customer Service—Implements principles and processes for providing outstanding customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Develops and maintains cooperative and professional relationships with employees, City management, representatives from other departments and organizations, and the public.~~
- ~~Time Management—Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time management methodology.~~

**ABILITY TO:**

- ~~Take responsibility and use good judgment in recognizing scope of authority.~~
- ~~Exercise sound, independent judgment in solving problems and in analyzing the needs of the Fire Chief and Division Chiefs.~~
- ~~Independently interpret and apply departmental policies and procedures.~~
- ~~Prioritize workload.~~
- ~~Work with frequent interruptions.~~
- ~~Develop and maintain complex filing systems.~~
- ~~Deal effectively with people in difficult situations.~~
- ~~Type at a rate of sixty (60) words per minute on a standard electric typewriter or personal computer keyboard.~~

- ~~Read and interpret maps and other resources to determine permanent parcel numbers, property ownership, and City limits.~~
- ~~Operate standard office machines and equipment used in work assignments such as typewriters, computer terminals, printers, recording equipment, calculating machines, copying equipment, telephone equipment, radio equipment, etc.~~
- ~~Learn City and department specific software.~~
- ~~Transcribe accurately and efficiently from a Dictaphone or comparable voice recording device.~~
- ~~Complete work tasks with a high degree of accuracy.~~
- ~~Be honest, ethical, and demonstrate integrity.~~
- ~~Manage workload with little or no supervision.~~
- ~~Demonstrate initiative by exhibiting a willingness to take on responsibilities and challenges.~~
- ~~Demonstrate adaptability and flexibility by being open to change (positive or negative) and to considerable variety in the workplace.~~
- ~~Accept criticism and deal calmly and effectively with highly stressful situations.~~
- ~~Be reliable, responsible, dependable, and fulfill obligations.~~
- ~~Work with confidential information.~~
- ~~Judgement/Decision Making—Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.~~
- ~~Communication—Excellent ability to listen and understand directions, information, and ideas presented through spoken word or writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.~~

#### **EDUCATION AND 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.~~

#### **DESIRED QUALIFICATIONS**

- ~~Related post-secondary coursework in office practices and procedures, business, or a related field.~~
- ~~Prior payroll and/or A/P experience.~~
- ~~Demonstrated proficiency with word processing, spreadsheets and database software.~~
- ~~Progressively responsible administrative experience with budget preparation, data gathering, and analysis.~~
- ~~Experience processing requests and providing information under the Illinois Freedom of Information Act.~~

#### **Licenses, Certifications and Memberships Required**

- ~~Valid Illinois driver's license and a safe driving record.~~

~~WORK ENVIRONMENT~~

- ~~Standard office setting.~~

~~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.~~

~~SENSORY REQUIREMENTS~~

- ~~Normal visual acuity, and field of vision, hearing, and speaking.~~

~~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 (non-substantive): 12/18/19~~
- ~~Classification created: 6/22/2016~~

*For HR/Finance Use*

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