



City Of Urbana  
Human Resources Division

# EXECUTIVE ASSISTANT TO THE MAYOR AND CITY ADMINISTRATOR COORDINATOR

## JOB DESCRIPTION

<b>Department:</b>	Executive	<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>	<del>Executive management</del> <a href="#">Mayor and City Administrator</a>	<b>Union:</b>	Non-Union

## JOB SUMMARY

[The Executive Assistant to the Mayor and City Administrator Coordinator](#) relieves the City's executive leaders of operational and administrative details and performs administrative functions that require a thorough knowledge of City policies, procedures, and operations and an understanding of the City's role within the community. Provides advanced and complex administrative support to executive management. Responsibilities of this position include duties such as financial recordkeeping, coordinating meetings and conferences, providing information, scheduling appointments and meetings, and working on special projects. In this position, the Administrative Assistant III will frequently interact with the public and employees at all levels of the organization and will have access to highly confidential and sensitive information. This level of work requires frequent exercise of independent judgment and the ability to maintain extensive knowledge of policies, procedures regarding program activities of the department and the City.

The ideal candidate will be experienced in handling a wide range of administrative and executive support-related tasks and will be able to work with little or no supervision. This person 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 equally important.

### **Defining Class Characteristics:**

Performs and coordinates complex technical and administrative duties in a specific programmatic or administrative specialty area in support of City administration, a department head or an Executive Department division manager. Work assignments require maintaining extensive

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knowledge of City and departmental policies, procedures, and forms, as well as collaborative relationships with City staff in all departments and divisions.

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

**ILLUSTRATIVE JOB DUTIES/ESSENTIAL FUNCTIONS**

1. Represents and supports the Mayor's Office to the public via telephone, email, and personal contact; interacts with executive-level management from public and private organizations and entities, department heads, City staff, and the general public. Answers questions, routine and non-routine inquiries and requests for information by researching information, referring visitors to other departments, preparing responses, maintaining records, creating reports, and presentations. Interacts with a diverse array of internal and external contacts in a professional, efficient and respectful manner.
2. Serves as office manager for the Mayor's Office; maintains, updates and rearranges calendars for the Mayor and City Administrator; receives and screens requests, coordinates, arranges and confirms meetings, appointments, social engagements and community/intergovernmental events; develops itineraries and makes and confirms travel arrangements for the Mayor and staff members; submits conference registrations; arranges hotel and flight reservations.
3. Organizes meetings and events for the Mayor and City Administrator; assists during community events, presentations and appearances; coordinates with members of the City Council and staff in City departments.  
—Receives and screens visitors, e-mails and telephone calls, providing information and handling issues that require sensitivity and sound independent judgment; conducts research, responds to requests for information and resolves complaints from constituents; refers certain issues to appropriate staff members or City departments for resolution; reviews, determines the priority of and routes assigned incoming correspondence. Manages the Mayor's signature file.
- 4.
5. Creates and prepares ~~general~~—correspondences, including memos, letters, public announcements, and other inquiry responses, charts, tables, graphs, etc. Proofreads copy for spelling, grammar, and layout, making appropriate changes. Responsible for accuracy and clarity of final copy. Composes correspondence in response to citizen or Council requests for information. Creates mayoral proclamations, citizen awards, City employee awards, and coordinates presentations;
- 1.—Coordinates the liquor licensing process for new and established license holders. This includes advising new establishments on appropriate license classifications and existing

holders on alternative classifications based on business needs. Also, maintains a database to ensure and track all facets of information regarding locations/classifications and ownership; responsible for verification and compliance regarding current dram shop insurance, Basset certifications of sellers and servers, management and owner state and federal background checks, change in ownership, changes in management, letters to the State regarding changes in applicant licenses and information, State inquiries, temporary licensing, special event temporary liquor licensing, information regarding sidewalk cafe licensure, and annual notification of class A licensees regarding their written notice of 18 to 20 years olds to frequent the public areas of their establishments. Additionally, responsible for tracking monthly liquor sales receipts by holders of particular license categories to ensure compliance with appropriate license classification.

~~2. —Creates and maintains complex electronic and manual filing systems.~~

~~3. — Problem solves within the department and responds to requests from the public and other City departments.~~

~~4. — Interacts with a diverse array of internal and external contacts in a professional, efficient and respectful manner.~~

~~5. — Organizes and prioritizes large volumes of information and calls, which may include sorting and distributing mail and drafting written responses or replies when necessary.~~

~~6. — Schedules, organizes, processes and reconciles complex activities such as meetings, travel, conferences and department activities.~~

~~6. Organizes and stocks office supplies.~~

7. Tracks appointments for all mayoral-appointed boards and commissions by coordinating with the mayor and staff to the boards and commissions on potential reappointments, vacancies, and applications; researches qualifications required by ordinance or bylaw; and prepares paperwork for City Council agendas regarding reappointments. Upon appointment or reappointment, sends notice of appointment terms.

8. Serves as staff to the Mayor's Neighborhood Safety Task Force, which includes preparing notices, agendas, and minutes.

—Prepares and processes purchase orders and accounts payable requests; monitors budget balances. Manages the Executive Department credit card.

~~7.9.~~

8.10. 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:*

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- ~~Completion of high school or equivalent and four years of progressively responsible clerical/administrative experience; or completion of a two-year office science or business administration program and two years of progressively responsible clerical/administrative experience; or an equivalent combination of education and experience.~~ Completion of a four-year post-secondary degree and at least four years of work experience that demonstrates independent thinking, accountability, judgement, and organizational awareness. Comparative work experience may be substituted for education on a year: year basis.

**Knowledge:**

- Excellent command of the English language and grammar, business math, office practices and procedures, and operation of standard office equipment.
- Solid working knowledge of office processes in an executive setting.
- Working knowledge of ongoing current events and issues related to City operations and associated media and community impacts.



**Skills**

- Demonstrated proficiency of current MS Office software, particularly Word, Outlook, Excel, Publisher, PowerPoint, and Access programs.
- Proven interpersonal skills with experience providing complex administrative support in a high-profile environment with tact, confidentiality, and diplomacy. ~~High level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy.~~
- Strong sense of honesty, integrity and ethics.
- Initiative and resourcefulness in handling public contact.
- ~~Familiarity~~ Thorough understanding of ~~with~~ the Illinois Freedom of Information Act, Illinois Open Meetings Act, and public records retention requirements and procedures.

**Ability to:**

- Work across teams and with a variety of projects and constituencies
- Learn and successful use computer software programs relevant to the position.
- Develop and maintain complex electronic and manual filing systems.
- Type at a rate of sixty (60) words per minute.
- Communicate clearly and concisely, orally and in writing.
- Handle highly stressful situations calmly and effectively; maintains composure and keeps 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.

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- 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.
- Independently establish priorities and meet deadlines.

**Preferred Qualifications**

- ~~Associate's degree in Office Professional Studies or related field.~~
- Experience in a government agency setting.

**Supplemental Information**

**Working 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. Normal working hours and days: Mon - Fri; 8:00 a.m. - 5:00 p.m.; 1 hr. meal break. Overtime as required and flexibility for occasional evening/weekend assignments.
- 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

**Physical Requirements:** *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.*

- 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.
- 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.

**Class Specification History**

- Class created: [08/31/2022](#)
- Applicant Pool Statement: If another department vacancy occurs in this job classification (inclusive of lower classes) within six months, the same applicant pool may be used for the selection.

*For HR/Finance Use*

<b>Title Code</b> 160	<b>Pay Grade</b> 33	<b>Job Class</b> <del>4333</del>
<b>EEO Category</b> <del>6 - Administrative Support</del> <a href="#">2 - Professional</a>		

# Addendum

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## ~~Executive Assistant to the Mayor and City Administrator~~

~~This position provides a high performance, customer service-oriented work environment supporting the Mayor and City Administrator's objectives and service expectations by providing advanced administrative assistance, often of a confidential nature.~~

~~Work includes managing correspondence, preparing a variety of documents; organizing and maintaining files, and researching issues at management's direction. Work also includes organizing meetings and events in the Mayor and City Administrator's offices; assisting during community events, presentations and appearances; coordinating calendars; and making travel arrangements. An employee in this class will utilize considerable independent judgment and discretion in managing office operations, handling correspondence, arranging conferences and meetings, answering or transferring requests for information and performing other high-profile activities. Employees in this position should be able to perform work tasks and comply with any work schedules or attendance or duty requirements.~~

### **ILLUSTRATIVE EXAMPLES OF WORK**

- ~~1. Provides administrative assistance and clerical services for the Mayor and City Administrator; prepares drafts and accurate final versions of correspondence, reports, documents, memoranda, and proclamations. Maintains upcoming Council and Committee agenda items for discussion at weekly Executive Team staff meetings.~~
- ~~2.1. Receives and screens visitors, e-mails and telephone calls, providing information and handling issues that require sensitivity and sound independent judgment; conducts research, responds to requests for information and resolves complaints from constituents; refers certain issues to appropriate staff members or City departments for resolution; reviews, determines the priority of and routes assigned incoming correspondence. Manages the Mayor's signature file.~~
- ~~3. Proofreads reports, forms and other typed matters for accuracy, correct grammatical usage and appearance.~~
- ~~4. Maintains calendar, schedules meetings and appointments for Mayor and City Administrator. Coordinates daily calendars and organizes supportive materials accordingly.~~
- ~~5. May record minutes using recording equipment; maintains complex records and filing systems.~~
- ~~6. Maintains appointment records for all commissions and boards and prepare correspondence for appointments, resignations, etc.~~
- ~~7. Handles requests and questions pertaining to liquor and gaming licenses, including: compiling informational packets, reviewing liquor and gaming applications for accuracy and thoroughness, and referring completed packets to Mayor and City Clerk for signature. Maintains database records pertaining to these activities.~~

- ~~8. Organizes meetings and events on behalf of the Mayor and/or City Administrator; may assist officials during community events, presentations and appearances.~~
- ~~9. Compiles, assembles and completes data for meetings, hearings, reports, bulletins, community events, presentations, and council meetings.~~
- ~~10. Keeps logs, notebooks and reference files on various functions; researches issues at the Mayor/City Administrator's direction.~~
- ~~11.1. Prepares and processes purchase orders and accounts payable requests; monitors budget balances. Manages the Executive Department credit card.~~
- ~~12. Plans, organizes, makes and supervises logistical arrangements and serves as host for a variety of Mayor's events.~~
- ~~13. Coordinates, arranges and confirms meetings, appointments, social engagements and community/intergovernmental events. Makes travel arrangements, assembles all materials necessary to support the purpose of the travel, and completes travel request and report forms.~~
- ~~14. Performs related work, as assigned.~~

**~~ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES~~**

- ~~• Knowledge of business/political protocol.~~
- ~~• Working knowledge of ongoing current events and issues related to City operations and associated media and community impacts.~~
- ~~• Ability to establish and maintain effective working relationships with citizens, elected officials, and staff from the City and other organizations in a professional and constructive manner.~~
- ~~• Ability to learn systems and procedures in other Executive Department divisions. Cross-training will occur to maximize efficiency and limit service disruptions in the absence of similarly situated staff members.~~