



City Of Urbana  
Human Resources Division

# EXECUTIVE -COORDINATOR/SPECIAL PROGRAMS SUPERVISOR

## 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>	<del>Non</del> -Exempt
<b>Reports To:</b>	Mayor and City Administrator	<b>Union:</b>	Non-Union

## JOB SUMMARY

The Executive Coordinator ~~relieves~~supports the ~~City's executive leaders of operational~~Mayor and ~~administrative details and performs the City Administrator by performing high-level~~ administrative functions and coordinating certain activities that require a thorough knowledge of City policies, procedures, and operations ~~and an understanding of the City's role within the community. Provides advanced.~~ The incumbent provides advanced and complex executive-level administrative support to ~~executives~~senior management and supervises assigned administrative staff. 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~~Executive Coordinator frequently ~~interact~~interacts with the public and employees at all levels of the organization and ~~will have access to~~is called upon to adapt to changing circumstances and available information, some of which is highly confidential ~~and sensitive information. This level of work.~~ The incumbent manages all technical and administrative processes in the Mayor's Office.

The Executive Coordinator also serves as the Deputy Liquor Commissioner, which requires frequent exercise of independent judgment and specialized knowledge of the State and City Liquor Codes, and the ability to ~~maintain extensive knowledge of policies, procedures regarding~~

~~program activities of the department and exercise the City authority of the Local Liquor Commissioner in their absence.~~

~~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 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.~~

### **ESSENTIAL FUNCTIONS**

~~—Actively supports and upholds the City's mission and values.~~

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~~• Represents and supports the Mayor's Office and City Administrator's Office to the public via telephone, email, and personal contact; interacts with executive/senior-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/material, 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.~~

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~~• Serves as the Deputy Liquor Commissioner. Coordinates the liquor licensing process for new and established license holders. 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.~~

~~—Advises new establishments on appropriate license classifications and existing holders on alternative classifications based on business needs. Maintains a database to ensure and track all facets of information regarding liquor license and licensee requirements.~~

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~~—Plans, coordinates, and oversees all activities related to City departmental review, staffing and equipment needs for special event permits and neighborhood block parties.~~

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~~—Coordinates with Mayor, Legal Division, Police, Building Safety and Fire, as appropriate, to address specific violation issues related to liquor licenses and special event permits.~~

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~~• Develops and recommends City code revisions and updates relative to liquor licensing and special event procedures.~~

~~—Coordinates department responses to FOIA requests; gathers requested documents; performs redactions; coordinates formal responses with the City FOIA Officer.~~

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~~—Serves as office manager for the Mayor's Office.~~

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~~• Supervises the Administrative Assistant for the Executive Department; provides leadership and guidance to ensure compliance with established policies and procedures; oversees work procedures and methods; assigns work activities, projects, and programs; performs or assists with the most complex, difficult, or sensitive issues and serves as backup for performing critical functions when necessary; meets with staff regularly to identify and resolve problems.~~

~~• Performs evaluative and hiring functions for assigned administrative staff; involved as a member of the hiring team.~~

~~• Plans and organizes staff workloads and assignments; approves time-off requests and authorizes overtime for assigned staff.~~

~~• Organizes high-level 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; coordinates projects/programs with other governmental agencies.~~

~~• 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.~~

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~~— Creates and prepares correspondencescorrespondence, 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,~~

~~•~~

~~— Manages Executive Department records retention and destruction in accordance with the Local Records Act; obtains permission from Secretary of State to destroy records.~~

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~~— Assists in the preparation and development of the Executive Department budget; provides technical budget assistance to department staff as directed.~~

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~~• Updates Executive Department information on City employee awards, and coordinates presentations; website.~~

~~• Responds to inquiries and complaints by general public in a professional, respectful, and courteous; provides information and resolves customer service escalations.~~

~~• Maintains effective relations with other governmental officials, community leaders, citizens, news media representatives, etc.~~

~~• Maintains maximum security over confidential materials.~~

~~— Complies with City policies and procedures.~~

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~~• 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 licensee regarding their written notice of 18 to 20 years old 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.~~

- ~~• 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.~~
- ~~• 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.~~
- ~~— 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 skills typically acquired through completion of an associate's degree in business administration or a related field and at least three (3) years of progressively responsible experience in office or business management.~~
- ~~• Five (5) years of progressively responsible experience of office/administrative experience in a public sector environment may substitute for the education requirement.~~
- ~~• A bachelor's degree in business administration, public administration, or a related field and at least one (1) year of supervisory experience is preferred.~~
- ~~— Completion of a four-year post-secondary degree and at least, with a preference given for business administration or public administration AND~~
- ~~• Responsible professional experience equivalent to four years of full-time work experience that demonstrates independent thinking, accountability, judgementgood judgment, and organizational awareness. Comparative work experience may be substituted for education on a year: yearyearly equivalent basis.~~

**Knowledge: of**

— [Mission and vision of the City of Urbana government and the current Mayor/Council Strategic Goals.](#)

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— [Municipal operations, procedures, policies, laws, and organizational structure.](#)

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— [Advanced knowledge of ongoing current events and issues related to City operations and associated media and community impacts.](#)

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— [Basic knowledge of municipal government administration, public services, and public finance or the ability to learn such.](#)

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— [Urbana City Code, and existing state and municipal liquor codes.](#)

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• [Thorough understanding of the Illinois Freedom of Information Act, Illinois Open Meetings Act, and ~~public records retention requirements and procedures~~ \[the Local Records Act.\]\(#\)](#)

• [Administrative and supervisory best practices.](#)

• [Municipal budgeting procedures.](#)

**Skills**

• ~~Excellent command of the English language and grammar, business math, office practices and procedures, and operation of standard office equipment.~~

• [Solid working](#)

• ~~Advanced knowledge of~~ [administrative procedures and systems such as word processing, managing files and records, designing forms, and other office processes](#) ~~procedures and terminology~~ in an executive setting.

• ~~Working knowledge of ongoing current events and issues related to City operations and associated media and community impacts.~~

**Skills**

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• ~~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.~~
- ~~Strong sense of honesty, integrity and ethics.~~
- ~~•~~
- Initiative and resourcefulness in handling public contact.
- [Demonstrated organizational and time management skills.](#)
- ~~Thorough understanding of the Illinois Freedom of Information Act, Illinois Open Meetings Act, and public records retention requirements and procedures.~~

Ability to:

- ~~Work~~ [Establish and maintain cooperative working relationships](#) across teams and with a variety of projects and constituencies.
- ~~•~~
- [Organize and independently prioritize workload and meet deadlines.](#)
- ~~•~~
- ~~Exercise sound judgment and discretion in applying and interpreting operational rules, regulations, policies and procedures.~~ [Learn and successful use computer software programs relevant to the position.](#)
- ~~•~~
- [Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.](#)
- ~~•~~
- [Enforce necessary regulations with firmness, diplomacy, and tact.](#)
- ~~•~~
- ~~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.
- ~~•~~
- [Prepare professional letters, reports, and documentation pertaining to various programs.](#)

~~— Develop and maintain electronic and manual filing systems.~~

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~~•— Handle highly stressful situations calmly and effectively; maintains/maintain composure and keeps/keep emotions in check, even in very difficult situations.~~

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~~— Supervise-, coach, and train personnel.~~

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~~•— Be open to change and considerable variety in the workplace.~~

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~~•— 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.~~

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~~— Be honest, ethical, and demonstrate integrity.~~

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~~• Respond to after hour emergencies as needed.~~

### Licenses, Certifications, and Memberships Required

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

~~•— 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

~~•— Experience in a government agency setting.~~

### Supplemental Information

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## SUPPLEMENTAL INFORMATION

### Job Dimensions

#### Impact of Decisions

Requires making decisions that affect other people, business interests, the financial resources of the City, and/or the image and reputation of the City.

- Requires alignment with the mission and vision of the City government and Mayor/Council priorities.

#### Level of Challenge

-Flexibility to determine tasks within prescribed priorities and goals.

- Requires being exact or highly accurate.
- Requires repetitive physical activities or mental activities.
- Opportunity for innovative thinking.

#### Contacts

The purpose of interactions is to provide responses and solve problems and/or provide specialized information to others. Contacts involve cooperation and coordination, and may involve working relationships among several parties. While contacts may require some level of persuasion, potential for conflicts and disputes are relatively infrequent. Interactions are moderately structured and routine and many involve employees in different functions and/or the public. These types of interactions require normal interpersonal skills but with a high degree of sensitivity to the reactions of others.

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#### Supervision Received

- The employee operates under the general direction of the Mayor and City Administrator. Receives guidance in terms of broad goals and overall objectives and is responsible for

~~Addendum: Executive Assistant to Mayor/City Administrator~~ Executive Coordinator/Special Programs Supervisor

establishing the methods to attain them. May formulate policy for the assigned area of responsibility but does not necessarily have final authority for approving policy.

~~The incumbent operates under administrative supervision. Supervision is provided through broad statements of objectives and available resources. Administrative guidelines and policies may be broad and unspecific. Incumbent may need to fill in gaps in interpretation and adapt established methods to perform both recurring and non-recurring activities. Incumbent exercises discretion and judgment in interpreting the intent of policies and may be responsible for creating new procedures, guidelines, and methods for dealing with novel issues.~~

Supervision Exercised

- The position supervises the Administrative Assistant in the Executive Department.  
~~The incumbent supervises the Administrative Assistant in the Executive Department.~~

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 25 pounds; to lift and carry objects weighing up to 25 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. The work requires sitting and/or standing for prolonged periods of time, walking and frequent interaction with others, both in person and on the phone. Work environment is both formal and informal, team- and autonomy-oriented, having variable tasks, pace and pressure. May require occasional evening hours to attend board/commission/Council meetings or special events.
- 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.

~~Working Environment~~

~~Typically, normal office working conditions. The noise level in the work environment is typical of a busy office environment.~~

Physical Requirements:

~~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 constraints. Incumbent must be able to see in the normal visual range with or without correction; vision sufficient to~~

~~Addendum: Executive Assistant to Mayor/City Administrator~~ Executive Coordinator/Special Programs Supervisor

~~read computer screens and printed documents; visually inspect work in progress. The incumbent must be able to hear in the normal audio range with or without correction.~~

The physical demands and 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~~

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.

~~**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.~~
- General revision: 04/26/2023

~~Addendum: Executive Assistant to Mayor/City Administrator~~ Executive Coordinator/Special Programs Supervisor

*For HR/Finance Use*

<u>Job Class Code</u>	<u>Pay Grade</u> <del>109</del> — <u>110</u>
<u>EEO Category</u> <u>6—Administrative Support</u>	<u>LVL</u>