

*City Of Urbana*

*Human Resources Division*

ADMINISTRATIVE ASSISTANT (EXECUTIVE)

**JOB DESCRIPTION**

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| **Department:** | Executive | **Division:** | Administration |
| **Work Location:** | Urbana City Hall | **Percent Time:** | 100% (1.0 FTE) |
| **Job Type:** | Civil Service | **FLSA Status:** | Non-Exempt |
| **Reports To:** | Executive Coordinator | **Union:** | Non-Union |

**JOB SUMMARY**

Under general supervision of the Executive Coordinator/Special Programs Supervisor, the incumbent is responsible for performing a wide variety of professional administrative duties in support of the activities and services of the Executive Department, which include tasks such as creating and maintaining filing systems; receiving telephone calls and scheduling appointments; preparing correspondence; logging, compiling, and reporting data; and acting as the purchasing/finance and payroll clerk for the Department. This position is typically the first point-of-contact in the Mayor and City Administrator’s office. Employees must be able to work in a high stress environment and manage multiple priorities. Incumbents should have the ability to diffuse situations while remaining calm and courteous at all times. Accuracy and close attention to detail are required..

**Defining Class Characteristics**:

Positions in the Administrative Assistant classification perform a wide variety of confidential, difficult, and highly complex duties with a relatively high level of independence. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various administrative and research support functions. This class is distinguished from other administrative classifications by the confidential nature of information encountered, the level of responsibility assumed, and the complexity of duties assigned. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility and are required to maintain a high level of confidentiality.

**Essential Functions**

* Provides responsible and highly complex administrative and clerical support to the Executive for Executive Department functions.
* Prepares various forms of correspondence, including proclamations, letters, memos, emails, and reports; responds to general correspondence of a routine nature; proofreads correspondence materials and makes corrections for grammar, spelling, punctuation, and general content.
* Notarizes documents as required.
* Retrieves, opens, sorts, and distributes incoming, interoffice, and outgoing mail.
* Creates and maintains various manual and digital filing systems.
* Maintains calendars, coordinates and schedules meetings, and appointments at the request of staff and the public; schedules meetings and appointments for the Mayor and City Administrator, as directed.
* , and for other Department staff as directed
* Performs basic accounting functions, to include preparing invoices, processing invoices for payment, requesting forms from vendors, reconciling credit card statements, and preparing check requests.
* Processes department payroll transactions, to include reviewing timesheets and time-off requests; data entry of hours worked and timesheet corrections; generating personnel action request forms (PARFs); and reviewing and processing biweekly payroll.
* Receives and greets all visitors having business with the Mayor and City Administrator; assists, provides instructions, or directs visitors to other departments as appropriate.
* Provides telephone reception services for the Mayor and City Administrator; assists, provides instructions, or directs callers to other departments as appropriate.
* Orders and maintains office supplies.
* Establishes and maintains effective working relationships with others in the course of work, including City staff, elected officials, and the general public.

• Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.

• Assists the public with inquiries, requests, and/or problems in a friendly, respectful, courteous, and professional manner.

• Communicates and reinforces organizational mission and values.

• Recognizes situations which are beyond their limits and directs them to the appropriate person.

• Maintains ongoing communication with supervisor, informing them of all pertinent problems, irregularities, new developments, changes and other important information within area of responsibility.

• Maintains a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials, and members of the media. Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.

• Maintains confidentiality in performing assignments relative to any information received directly or indirectly. Ensures that confidential information is kept secure.

• Complies with City policies and procedures.

• Report to work on time and as scheduled.

• Perform other related duties as needed or 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
* 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 completion of a four-year program at a college or university, preferably with major coursework in business administration, public administration, or other related fields and six months of administrative or office management experience; or an equivalent combination of education and experience.

**Knowledge of:**

* General knowledge of: standard office procedures such as filing, typing, duplicating materials; answering telephones and taking/sending written or electronic-mail messages; distributing mail; telephone etiquette; correct English usage, grammar and punctuation; proper spelling of commonly used words; operation of computers and other office machines; word processing software; manual and computerized recordkeeping methods; basic math; reading skills sufficient to understand information and materials related to the assignment.
* Thorough knowledge of office management techniques and ability to practice effective communication techniques both orally and in writing including ability to coordinate a variety of resources in gathering information and independently answering inquiries.
* Basic knowledge of financial processes and procedures.
* Familiarity with the Illinois Open Meetings Act (OMA) and Freedom of Information Act (FOIA).
* Regulatory knowledge– Knowledge, after training, of department functions, responsibilities, and organizational structure. Ability to understand and comprehend the meaning of legal language of a variety of statues and the administrative language of rules, regulations, and procedures, and to commit to recallable memory the primary factors of each that are pertinent to customers for obtaining permits and licenses, and the ability to answer questions aeound laws and ordinances.

**Skills**

* **Interpersonal skills** – Ability to remain calm and professional under pressure and communicate verbally in a clear, concise and efficient manner. Ability to accept change by demonstrating a positive attitude when changes occur. Ability to communicate effectively with a wide variety of people with different socioeconomic status, educational levels, interests, and emotional conditions and service requirements, to include occasional confrontational conditions and tensions in citizen interactions. Ability to maintain a professional attitude and approach to communications. Ability to maintain excellent attendance and flexibility in scheduling. Ability to meet office objectives, daily talk times.
* **Organizational skills** - Ability to work effectively in an open office environment with frequent interruptions and distractions, a moderate noise level, fluctuating workloads at a consistently high level, requiring special processing of some cases, priority changes and schedule adjustments.
* **Computer systems /software** – Advanced skill level in Microsoft Office software applications including Word, Excel, Outlook, PowerPoint, and internet search software relevant to the position, with the ability to learn new software as required.
* **Quality of Work:** Maintains high standards of accuracy and attention to detail in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all City departments and divisions, co-workers and the public.

**Ability to:**

* Work with continual attention to detail in entering data and composing, typing, and proofing material.
* Make accurate mathematical computations.
* Analyze and interpret policy and procedural guidelines and resolve problems and questions using sound judgment.
* Interact with the public tactfully in difficult work situations.
* Maintain financial records and logs using computer data entry methods.
* Type at the rate sufficient to perform the job duties accurately and timely.
* Read and interpret a map.
* Organize and prioritize information and tasks.
* Communicate clearly and effectively, both verbally and in writing.
* Provide excellent customer service.
* Learn new computer software programs.
* Learn Department procedures, policies, activities and services.
* Set priorities and manage time and work in fast-paced and busy environment with multiple tasks and interruptions.
* Learn and successfully use all Departmental computer systems.
* Develop and maintain electronic and manual filing systems.
* Maintain composure and effectively handle high-stress situations.
* Be open to change and embrace diversity and variety in the workplace.
* Be consistent, responsible, trustworthy, and fulfill obligations.
* Maintain strictest of confidence in all matters.
* Set priorities and manage time and work in a busy, open office environment with frequent interruptions and distractions.
* Learn municipal procedures, policies, activities, and services.
* Serve as a notary.

**Licenses, Certifications and Memberships Required**

* Must possess a valid State of Illinois driver’s license or obtain one within fifteen (15) days of employment.
* Designation as Notary Public is required within six (6) months of employment.

Preferred Qualifications

* Associate’s degree in Office Professional Studies or related field.
* Familiarity with the Illinois Open meetings Act and Freedom of Information Act.

**Job Dimensions**

* Requires making decisions within a well-defined scope of authority and offering solutions based on policies, ordinances, guidelines, etc. Refers issues that are unprecedented or not clearly defined.

**Contacts: Internal/External**

* Daily telephone contact with the general public and contact with visitors of the Executive Department.
* Regular contact with internal staff and other governmental offices, business owners, Council members, and commission/board members.

**Supervision Received**

* The employee operates under the general supervision of the Executive Coordinator/Special Programs Supervisor.

**Level and Complexity of Supervision Exercised**

* The position is not responsible for the supervision of staff.

**Security Level**

* Level MVR: essential functions require use of City vehicles.

**Supplemental Information**

**Working Environment:**

* Standard office setting. Normal working hours and days: Monday - Friday; 8a.m. - 5p.m.; 1-hour meal break. Occasional vertime as required.
* 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.

**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 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, read and understand information and ideas presented in writing.
* Hearing: Hear in the normal audio range with or without correction.

*The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. 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.*

**Class Specification History**

* General revision: 2/8/2017
* General revision: 06/2010

*For HR/Finance Use*

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| **Title Code**  024 | **Pay Grade**  103 |
| **EEO Category**  6– Administrative Support | |