



Code: 0323
Family: Clerical and Office Administration
Service: Administrative
Group: Clerical, Accounting and General Office
Series: General Administrative

CLASS TITLE: ADMINISTRATIVE ASSISTANT III - EXCLUDED

CHARACTERISTICS OF THE CLASS

Under general supervision, the class performs administrative and office management support functions for a city manager, or supervises clerical and administrative office operations; and performs related duties as required

ESSENTIAL DUTIES

- Researches, compiles and analyzes data to prepare programmatic and administrative reports
- Relays and interprets management directives to staff
- Participates in the conduct of studies and special projects and prepares reports on findings
- Studies office operational processes and recommends procedural changes to improve efficiencies
- Creates and maintains databases and spreadsheets using various software packages
- Edits and proofreads documents and reports
- Drafts correspondence for supervisor's signature
- Orders and maintains materials and supplies and resolves problems with vendors
- Responds to inquiries or complaints from the general public and explains departmental policies
- Researches costs and analyzes expenditures to assist in the preparation of the annual budget
- Maintains basic accounting and petty cash records for office related expenditures
- Assigns and reviews the work of staff engaged in performing a variety of clerical and customer service functions
- Coordinates office support services
- Establishes and implements work standards and clerical and administrative procedures and ensures standard are met
- Provides instruction and training to staff on work operations and evaluates their performance
- Prepares employee work schedules
- Assists staff in resolving complex or sensitive operational work problems
- Prepares various work reports regarding office expenditures, work operations and staff activities
- Interprets personnel policies and procedures to staff
- Attends meetings in the absence of the supervisor, as required
- May participate on task force committees to evaluate existing processes and recommend methods to improve systems

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Three years of administrative or secretarial experience, or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Good knowledge of:

- office management and administrative procedures and practices
- applicable computer software applications and personal computer operations
- report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COORDINATION WITH OTHERS – Adjust actions in relation to others' actions

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges

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- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
October, 2014