



**Code: 1301**  
Family: Human Resources  
Service: Administrative  
Group: Statistical, Technical, and Analytical  
Series: Personnel

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## **CLASS TITLE: ADMINISTRATIVE SERVICES OFFICER I**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, acts as a personnel officer, administering personnel functions and providing administrative support to a personnel administrator in a large city department, OR administering personnel operations and supervising payroll and personnel processing functions for a small City department or for a bureau in a large City department, and performs related duties as required

### **ESSENTIAL DUTIES**

- Acts as a personnel officer, administering personnel programs and personnel processing operations, maintaining employee personnel records, and interpreting personnel policies and procedures to employees
- Works with managers to coordinate the interviewing, hiring, and processing of departmental employees
- Prepares and oversees the preparation and processing of personnel forms to initiate personnel actions (e.g., appointments, promotions, separations, leaves of absence, accidents, medical and drug screens, other personnel transactions)
- Maintains and supervises staff maintaining timekeeping records and preparing and processing payrolls
- Provides information and responds to employee inquiries regarding benefits, pay, and personnel programs and processes
- Provides new employee orientation and coordinates training and staff development activities
- Interprets and explains personnel policies and procedures to managers and supervisors
- Acts as liaison with other City departments regarding the processing of personnel and payroll actions and the administration of personnel programs
- Coordinates work efforts with the Department of Human Resources on matters relating to classification, recruitment, employee selection and hiring procedures, and other areas of personnel administration
- Monitors and participates in the processing of employee grievances and disciplinary cases
- Prepares reports regarding overtime, staffing, and personnel activities for management review
- Assists in annual budget preparation by providing staffing and payroll cost information, as required
- Processes and monitors unit's expenditures and maintains related budgetary records (e.g., tuition reimbursements, mileage checks, jury duty checks, petty cash reconciliation, purchase of supplies)

**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**

- Graduation from an accredited college or university with a Bachelor's degree in Human Resources Management, Business Administration, or a directly related field, plus one year of

professional personnel 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, hand-held computer, modems, scanner)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

**Knowledge**

Some knowledge of:

- City's timekeeping and payroll processing policies and procedures
- City's collective bargaining units, agreements, and grievance process
- \*personnel administration principles, policies, practices, and techniques
- applicable employee benefits policies and procedures
- applicable computer software packages and applications

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

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MATHEMATICS - Use mathematics to solve problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something

**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
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly

**Other Work Requirements**

- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

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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.

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City of Chicago  
Department of Human Resources  
(Valtera Corporation)

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