



Code: 0318
Family: Clerical and Office Administration
Service: Administrative
Group: Clerical, Accounting and General Office
Series: General Administrative

CLASS TITLE: ASSISTANT TO THE FIRST DEPUTY COMMISSIONER

CHARACTERISTICS OF THE CLASS

Under general supervision, provides confidential secretarial and administrative support to a manager in an executive level classification of First Deputy Commissioner or a comparable level of executive manager in a City agency; and performs related duties as required

NOTE: At the discretion of a Department Head, Managing Deputy Commissioners or a comparable level of executive manager, may be assigned a support staff person in this classification.

ESSENTIAL DUTIES

- Performs clerical and administrative support functions including overseeing the work of other administrative office support staff in the executive office
- Implements administrative work flow procedures to ensure office of the First Deputy Commissioner runs smoothly and efficiently
- Screens visitors and telephone calls; takes messages and uses judgement in forwarding calls to appropriate personnel for response and resolution
- Maintains the First Deputy Commissioner's calendar and schedules appointments; schedules meeting rooms and manages meeting arrangements and logistics
- Briefs and prepares First Deputy Commissioner for meetings
- Relays requests for information and directives from the First Deputy Commissioner to departmental staff and provides status reports
- Provides summaries of incoming mail, meeting requests and other items requiring the First Deputy Commissioner's attention and response
- Takes dictations and transcribes; takes notes at meetings and prepares summaries
- Reviews correspondence and other materials requiring the First Deputy Commissioner's / Deputy's signature before presenting for signature
- Maintains confidentiality of all materials and files
- Communicates with departmental managers, city official and external customers to apprise the First Deputy Commissioner on the status of various projects or of critical issues
- Demonstrates ability to use MS Word and Excel in typing a variety of correspondence and creating spreadsheets and databases to maintain and track information
- Prepares Power Point materials including charts and presentations
- Conducts research and prepares correspondence in response to inquiries or information requests for the First Deputy Commissioner's signature
- Works on special projects (i.e. compiling budget data) and handles special assignments

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

- A Bachelor's Degree from an accredited college or university, plus one year of work experience performing secretarial and/or administrative support functions ; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- Must be able to demonstrate skill in using MS Word, Excel and PowerPoint software
- Excellent organizational and communication skills required

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

- Physical ability to operate a personal computer and related office equipment

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

Considerable knowledge of:

- Secretarial, clerical and administrative work processes
- MS office suite : Word, Excel and Power Point
- 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
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

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

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- 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
- 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

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, 2012