



Code: 03A5

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Administrative

CLASS TITLE: DIRECTOR OF ADMINISTRATION

CHARACTERISTICS OF THE CLASS:

Under direction, manages and directs the personnel administration functions of a large City department; and performs related duties as assigned

This class title has been designated as a multi-tiered title. Positions allocated to this title code are assigned to large City departments and have been designated as such on the Senior Manager Salary Plan.

ESSENTIAL DUTIES

- Oversees all personnel functions and activities in a large City department including employment processing, recruitment, training and development, position classification, labor relations and contract administration, affirmative action, personnel record keeping, employee safety, and payroll administration
- Develops, implements and interprets departmental policies and procedures and monitors their proper implementation by departmental managers and supervisors
- Directs the screening and selection of candidates for employment by the department
- Establishes procedures to ensure the posting of job opportunities for positions subject to labor contract posting and bidding provisions
- Oversees the preparation and processing of personnel action reports
- Develops recruitment programs to attract qualified personnel for hard to fill positions in the department
- Establishes and coordinates training and orientation programs for departmental employees;
- Serves as a liaison between the department and the Department of Personnel on all relevant matters pertaining to personnel administration
- Reviews the appropriateness of the department's position classification requests and submits completed position description questionnaires to the Department of Personnel for the purpose of initiating the proper classification of positions
- Analyzes the department's personnel requirements and organizational structures and prepares recommendations to departmental managers on current and anticipated personnel costs
- Participates in the preparation of the department's annual personnel budgets
- Advises departmental managers on issues pertaining to labor contract administration to ensure the department's compliance with terms of collective bargaining agreements
- Monitors the department's compliance with established Equal Employment Opportunity and Affirmative Action program objectives and develops strategies to ensure the equitable representation of all demographic groups in the department's workforce
- Directs staff responsible for the maintenance of employee personnel records
- Supervises staff responsible for developing and implementing departmental employee work safety standards
- Oversees staff involved in the preparation and processing of departmental payroll documents to ensure the department's compliance with established timekeeping procedures and payroll administration policies
- Coordinates the preparation of various personnel reports, statistics and studies for the purpose of appraising management reports, statistics and studies for the purpose of appraising

management personnel of significant departmental personnel trends.

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 Business Administration or Public Administration, plus seven years of experience in business or personnel administration, including at least three years in a supervisory capacity; or an equivalent combination of training and experience.

Licensure, Certification, or Other Qualifications

- None required.

WORKING CONDITIONS

- General office environment

EQUIPMENT

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

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- Knowledge of applicable City ordinances, policies, procedures, rules, regulations, and codes
- Knowledge or principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations, and personnel information systems.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessments, meeting quality standards for services, and evaluation of customer satisfaction
- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, and agency rules.

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

Skills

- **ACTIVE LISTENING** – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **MANAGEMENT OF PERSONNEL RESOURCES** – Motivating, developing, and directing people as they work, identifying the best people for the job
- **SOCIAL PERCEPTIVENESS** – Being aware of others' reactions and understanding why they react as they do
- **SPEAKING** – Talking to others to convey information effectively
- **COORDINATION** – Adjusting actions in relation to other's actions

Abilities

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand
- **Speech Recognition** — The ability to identify and understand the speech of another person
- **Written Expression** — The ability to communicate information and ideas in writing so others will understand

Other Work Requirements

- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- **Resolving Conflicts and Negotiating with Others** — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others
- **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems
- **Evaluating Information to Determine Compliance with Standards** — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- **Supervise Employees**
- **Advise others on legal or regulatory compliance matters**
- **Interview employees or others to collect information**

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, 2023