



**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 apprising management reports, statistics and studies for the purpose of apprising 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, or a directly related field, plus seven (7) years of experience in business or personnel administration, including at least three (3) 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)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

## 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 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 applicable City and department policies, procedures, rules, and regulations

### Skills

- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making

- 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.
- CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- MANAGEMENT OF PERSONNEL RESOURCES – Motivating, developing, and directing people as they work, identifying the best people for the job
- 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
- 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
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (including finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- INITIATIVE – Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- 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
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks
- 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.

