



Code: 0804

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: Secretarial and Typing

CLASS TITLE: EXECUTIVE SECRETARY II-EXCLUDED

CHARACTERISTICS OF THE CLASS

Under general supervision, provides confidential secretarial and administrative support to the Deputy Commissioner of the Children Services Division within the Department of Family and Support Services; and performs related duties as required

ESSENTIAL DUTIES

- Oversees the work of other administrative office support staff
- Takes dictations and transcribes correspondence (e.g., schedules, itineraries, letters, minutes of meetings, reports and memoranda)
- Drafts replies to correspondence as directed by the Deputy
- Reviews correspondence and other materials requiring the Deputy Commissioner's signature before presenting for signature
- Creates spreadsheets and databases to maintain and track information
- Prepares charts, graphs and presentation materials
- Relays requests for information and directives from the Deputy Commissioner to departmental staff and provides status reports
- Implements administrative work procedures and interprets administrative decisions and policies to ensure the division operates 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 Deputy's calendar and schedules appointments, schedules meeting rooms and manages meeting arrangements and logistics
- Makes travel and hotel arrangements and prepares paperwork for travel reimbursements
- Coordinates division meetings, prepares agendas and minutes and creates and maintains meeting documentation
- Prepares various programmatic reports based on division activities (e.g., head start program performance standards and metrics)
- Maintains confidentiality of all materials and files
- Facilitates proper storage of all Children and Head Start files and coordinates with records management
- Conducts research and prepares correspondence in response to inquiries or information requests for the Deputy's signature
- Works on special projects and handles special assignments as directed by the Deputy Commissioner

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**

- Four (4) years of work experience performing secretarial and/or administrative support functions; 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**

Considerable knowledge of:

- secretarial, clerical and administrative work processes
- 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
- 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
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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
March, 2019