CLASS TITLE: ADMINISTRATIVE SERVICES OFFICER II - EXCLUDED

CHARACTERISTICS OF THE CLASS

Under general supervision, functions in an administrative/ supervisory capacity as a personnel administrator for a small City department or for a bureau in a large City department, performing professional personnel administration functions and supervising staff performing related personnel and administrative functions, and performs related duties as required.

ESSENTIAL DUTIES

- Acts as a department’s personnel administrator, administering personnel programs and supervising staff carrying out personnel activities, personnel processing, and records maintenance.
- 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).
- Oversees the maintenance of timekeeping records and the preparation and processing of payrolls.
- Provides information and responds to employee inquiries regarding benefits, pay, and personnel programs and policies.
- 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.
- Advises managers in initiating, responding to, and resolving issues relating to employee grievances and disciplinary actions.
- Prepares department's response to equal employment opportunity complaints and discrimination charges.
- Prepares reports regarding overtime costs, staffing, and personnel activities for management review.
- Oversees special programs or projects (e.g., student intern program).
- May serve in a specialized function for the department (e.g., facilities manager, telecommunications liaison).
- Assists in preparing the department's operating budget.
- 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 two years 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

Moderate 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

Some knowledge of:

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

Other knowledge as required for successful performance in the Administrative Services Officer I class

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
• MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
• *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
• INSTRUCTING - Teach others how to do something

Other skills as required for successful performance in the Administrative Services Officer I class

**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 abilities as required for successful performance in the Administrative Services Officer I class

**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

Other characteristics as required for successful performance in the Administrative Services Officer I class

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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.