CLASS TITLE: ADMINISTRATIVE ASSISTANT III - EXCLUDED

CHARACTERISTICS OF THE CLASS
Under general supervision, the class performs administrative and office management support functions for a city manager, or supervises clerical and administrative office operations; and performs related duties as required

ESSENTIAL DUTIES
- Researches, compiles and analyzes data to prepare programmatic and administrative reports
- Relays and interprets management directives to staff
- Participates in the conduct of studies and special projects and prepares reports on findings
- Studies office operational processes and recommends procedural changes to improve efficiencies
- Creates and maintains databases and spreadsheets using various software packages
- Edits and proofreads documents and reports
- Drafts correspondence for supervisor’s signature
- Orders and maintains materials and supplies and resolves problems with vendors
- Responds to inquiries or complaints from the general public and explains departmental policies
- Researches costs and analyzes expenditures to assist in the preparation of the annual budget
- Maintains basic accounting and petty cash records for office related expenditures
- Assigns and reviews the work of staff engaged in performing a variety of clerical and customer service functions
- Coordinates office support services
- Establishes and implements work standards and clerical and administrative procedures and ensures standard are met
- Provides instruction and training to staff on work operations and evaluates their performance
- Prepares employee work schedules
- Assists staff in resolving complex or sensitive operational work problems
- Prepares various work reports regarding office expenditures, work operations and staff activities
- Interprets personnel policies and procedures to staff
- Attends meetings in the absence of the supervisor, as required
- May participate on task force committees to evaluate existing processes and recommend methods to improve systems

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
- Three years of administrative or secretarial 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)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Good knowledge of:
- office management and administrative procedures and practices
- 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
- COORDINATION WITH OTHERS – Adjust actions in relation to others’ actions

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

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, 2014