CLASS TITLE: ADMINISTRATIVE SERVICES OFFICER II

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

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.