CLASS TITLE: ADMINISTRATIVE SERVICES OFFICER I

CHARACTERISTICS OF THE CLASS

Under supervision, acts as a personnel officer, administering personnel functions and providing administrative support to a personnel administrator in a large city department, OR administering personnel operations and supervising payroll and personnel processing functions for a small City department or for a bureau in a large City department, and performs related duties as required

ESSENTIAL DUTIES

- Acts as a personnel officer, administering personnel programs and personnel processing operations, maintaining employee personnel records, and interpreting personnel policies and procedures to employees
- 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)
- Maintains and supervises staff maintaining timekeeping records and preparing and processing payrolls
- Provides information and responds to employee inquiries regarding benefits, pay, and personnel programs and processes
- 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
- Monitors and participates in the processing of employee grievances and disciplinary cases
- Prepares reports regarding overtime, staffing, and personnel activities for management review
- Assists in annual budget preparation by providing staffing and payroll cost information, as required
- 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 one year 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

Some 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

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

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
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
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 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

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
(Valtera Corporation)
Date: June, 2010