



Job Reclassification/Revision Request Form

(To be completed by Department or Division Head, Supervisor or Designee)

This request form should be submitted to Human Resources no later than 72 hours prior to the next Civil Service Commission meeting date. The meeting schedule can be found at: <http://urbanillinois.us/boards/civil-service-commission>.

Section 1—Proposed Reclassification/Revision Information

This is a request for: Job Description Revision Reclassification Both

Department Public Works Division Administration

Current Title Administrative Assistant I Current Grade 26

Requested Title Administrative Assistant II Requested Grade 30

Section 2—Reason for Job Description Revision Request

Select the areas that are being revised: Job Summary Essential Duties and Responsibilities

Immediate Supervisor Education/Experience Knowledge, Skills and Abilities Physical Demands

Supervisory Responsibilities Work Environment Licenses, Certificates, and Memberships

Section 3—Reason for Reclassification Request

Reorganization Reallocation of duties from unfilled vacancy(ies)

Higher level duties proposed by department/division head Other: _____

Per Civil Service Rule 2.10, factors that determine the need for reclassification may include the following reasons. Please select all of the changes that have occurred to the classification which would warrant a reclassification:

Complexity of Work Access to Confidential Information

Independence of Action Organizational Accountability

Fiscal Responsibility Supervision Exercised

Other: _____

Section 4—Attachments

In addition to this completed form, the following information must accompany each reclassification request:

- ✓ Cover memo summarizing significant job description changes and why the reclassification is warranted (base this on the increased duties and the scope of responsibilities)
- ✓ Revised position description using “Tracked Changes” to show revisions.
- ✓ Department organizational chart (list position titles and employee names)

Approvals

Barbara Stahl 10/24/14 Wesley R. Gray 10/24/14
 Supervisor Date Department Head Date

Human Resources Only:

Received on date: _____ By: _____



MEMORANDUM

TO: Members of the Urbana Civil Service Commission

FROM: William R. Gray, P.E., Public Works Director *wrg*
Barbara H. Stiehl, Assistant to the Director *bs*

DATE: October 24, 2014

RE: Reclassification of Administrative Assistant I Position to Administrative Assistant II Position for the Public Works Department

The Urbana Public Works Department has been fortunate to attract very skilled individuals to fill administrative support positions. Those working as Administrative Assistants have high level computer and grammar skills and provide a level of customer service that is not readily found in most public service positions. When the City of Urbana created the Administrative Assistant I and Administrative Assistant II positions, Public Works' staff was classified as Administrative Assistant I. Within the last two years, the number of Administrative Assistants in the Public Works Department was reduced from three to two when one person left to fill a vacancy in another City department. At that time, the two remaining Administrative Assistants suggested splitting the duties of the third position. The decision to split the duties between the two positions was primarily approved in an effort to contain personnel costs within a very tight City-wide budget. This request is asking for the reclassification of the Public Works administrative support personnel from Administrative Assistant I classification to Administrative Assistant II to more adequately reflect the skill set required for each position.

The employees who employed in the Administrative Assistant I positions work with confidential information on a regular basis. These employees process payroll; provide administrative support for labor-management discussions, which may include grievances and or disciplinary action; maintain employee personnel files; and process payments.

Both employees work independently, with occasional review, to process payments, complete payroll, enter data into a work order system and generate reports, and respond to requests for information from the public and City staff. There are times when either one of the Administrative Assistants might be asked to research information about products or policies from multiple sites and make recommendations or summaries about their findings.

These employees serve as recording secretaries for various committees and commissions. In these roles, it is imperative that they have a basic knowledge of the subject matter discussed so they can accurately and efficiently prepare minutes and agendas for those bodies. Also, their knowledge of not only our department, but of the City government as a whole, has been essential in providing reliable information to the general public requesting information. Their knowledge of City functions saves the public time by sharing reliable and concise facts and data. Whether it is information about where to obtain a building permit, how to close a street for a block party, or what day their recycling is collected, the administrative support staff at Public Works has made it their goal to provide the highest level of

customer service possible. The requirements and responsibilities of these two positions are reflected in the attached job description.

In conclusion, the Urbana Civil Service Commission is being asked to reclassify the Administrative Assistant I position to an Administrative Assistant II position to maintain the level of service for our department and community that is currently provided.



ADMINISTRATIVE ASSISTANT I (PUBLIC WORKS)

JOB DESCRIPTION

Department: Public Works	Division: Administration
Work Location: Urbana City Building	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Public Works Director and Assistant to the Director of Public Works	Union: Non-Union

JOB SUMMARY

Under general supervision, the Administrative Assistants for the Public Works Department are responsible for performing a wide variety of professional administrative duties in support of the activities and services of the Public Works Department which includes tasks such as creating and maintaining filing systems; receiving telephone calls and visitors in the office; taking and transcribing minutes and correspondence; and logging, compiling and reporting data.

Scope: This position is typically the first point-of-contact in the Public Works Department. Employees must be able to work in a high stress environment and handle multiple priorities. Incumbents should have the ability to diffuse situations and must be able to remain calm and courteous at all times.

Defining Class Characteristics:

Positions in the Administrative Assistant I serve in a generalist capacity and perform a variety of support duties, or they may perform program-specific duties. Assignments are varied, involving different and/or unrelated processes and methods that require evaluation of several alternative courses of action.

This is administrative staff work performing a variety of assignments of a non-confidential nature for a division manager or higher. An employee in this class serves in a liaison capacity between the manager and other staff and officials. Work includes composing a wide variety of correspondence and reports, performing research, and developing and recommending work standards and procedures. Work may also include providing direction to a small clerical or administrative support staff. Assignments require familiarity with the functions of the division and department in which the position is employed.

Positions in the Administrative Assistant II classification perform a variety of confidential, difficult and highly complex duties with a relatively high level of independence. Incumbents in this classification act in a confidential capacity and report directly to a department head or executive

manager. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research support functions. This class is distinguished from other administrative classifications by its confidential duties, the level of responsibility assumed, and the complexity of duties assigned. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility and are required to maintain a high level of confidentiality.

ESSENTIAL FUNCTIONS

Functions in red = Admin. I duties; functions in blue = Admin. II duties; functions in black = department-specific functions.

- Reception duties: Receives and greets all visitors including vendors, customers and other visitors having business with department; assists, provides instructions or directs to other departments if appropriate.
- Phone duties: Provides telephone reception services to the general public and/or staff; assists callers or routes to appropriate staff.
- Basic office duties: Performs basic office and clerical duties such as making copies, sending and receiving faxes; distributing faxes to appropriate staff/department, and obtaining signatures on documents as needed.
- Mail: Retrieves, opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail and packages including FedEx and UPS.
- Correspondence: Prepare various forms of correspondence, including letters, memos, electronic messages (e-mails), facsimile recordation and documentation; correspondence may be reviewed by Department Head; respond to general correspondence of a routine nature associated with departmental responsibilities; proofread correspondence materials and make corrections for grammar, spelling, punctuation, and general content.
- Filing: Organizes and maintains various filing systems and manuals.
- Purchase Orders: Generates purchase orders, to include: preparing requisitions and invoices; requesting forms for vendors; coordinating orders; receiving and reconciling shipments with purchase orders; maintaining vendor files; coordinating equipment maintenance and repairs.
- Payroll: Prepares employee time sheets and time cards for payroll.
- Scheduling: Coordinates and schedules appointments, meetings, or reservations at the request of staff; prepares the location, photocopies materials and prepares agendas; arranges meetings and conferences.
- Inventory: Maintains inventory of department/division supplies; ordering and maintaining supplies.
- Office Machines: Operates and performs routine maintenance of general office machines such as copiers, facsimile machines, and telephone systems.
- Meetings: Prepares agendas; attends, takes and transcribes minutes of commission/committee meetings, staff meetings, or other meetings as assigned; prepares agenda packets and distributes to appropriate staff; types staff reports.

- **Programs: Processes application and permit fees such as Right-of-Way Applications, Bid Specifications Fees, House Move Applications, Temporary Parking Permits, Special Event Permits, Erosion Control Permits, and Landscape Permits, etc.;**
- **Payments/Petty Cash: Receive payments or fees; issue receipts; maintain records of transactions; may maintain petty cash.**
- **Accounting: Performs accounting functions which may include: receiving payments, preparing invoices, completing timesheets, processing expense reports, managing petty cash, forwarding invoices to accounting for payment, reconciling bank statements and department accounts, preparing check requests.**
- **Confidential Assignments: Works with highly confidential information. Provide direct and confidential administrative, clerical or secretarial support to a department head or executive manager, such as:**
 - Collects Employee Reports of Vehicle/Equipment/Property Damage, Employee Incident Reports, and Employee Injury Reports from Public Works managerial personnel and distributes to appropriate City personnel and Public Works Safety Committee for review.
 - Manages department records retention and destruction; obtains permission from Secretary of State to destroy records.
 - Receives and transmits two-way radio calls for the Public Works Department.
 - Copies all letters for mass mailing, personnel files, Freedom of Information Act requests, and other documents as needed within the scope and function of the office.
 - Updates and distributes department Policy and Procedures Manual.
 - Updates department information on City website.
 - Compiles and maintains for distribution the departmental New Employee Information Packet, employee rosters, emergency information cards and other departmental documents for distribution to public works employees;
 - Oversees distribution of bid documents to bidders; coordinates advertisement of bid documents; schedules and attends bid opening to record bids and attendants; disseminates bid opening information to contractors and vendors;
 - Maintains and enters work order database information for Operations, Engineering and Fleet Divisions; generates job code and employee activity reports, material usage reports, billing statements monthly, quarterly, annually, or upon request.
 - Collects, analyzes, enters, reconciles and batches payment information from several hundred vendors and processes purchase orders for department.
 - Updates AFSCME overtime roster; prints and distributes employee timesheets.
 - Makes travel and accommodation arrangements for various department personnel
 - Creates and disseminates department press releases via email, fax, and Internet.
 - Performs Conference Room scheduling, which involves reviewing conference room requests for availability, electronically scheduling conference rooms and assisting with resolving conflicts.

- Other duties as assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of high school or equivalent and two years of progressively responsible clerical/administrative/office management experience; or completion of a two-year office science or business administration program and one year of progressively responsible clerical/administrative/office management experience.
- Completion of high school or equivalent and four years of progressively responsible clerical/administrative experience; or completion of a two-year office science or business administration program and two years of progressively responsible clerical/administrative experience; or completion of a four-year program in a college or university preferably with major emphasis on coursework in business administration, public administration or other related field and six months of administrative or office management experience; or an equivalent combination of education and experience.

Knowledge of

- General knowledge of: standard office procedures such as filing, typing, duplicating materials; answering telephones and taking/sending written or electronic-mail messages; distributing mail; telephone etiquette; correct English usage, grammar and punctuation; proper spelling of commonly used words; operation of computers and other office machines; word processing software; manual and computerized recordkeeping methods; basic math; reading skills sufficient to understand information and materials related to the assignment.
- Thorough knowledge of office management techniques and ability to practice effective communication techniques both orally and in writing including ability to coordinate a variety of resources in gathering information and independently answering inquiries.
- Basic knowledge of basic budgetary processes and procedures.
- Familiarity with the Illinois Open Meetings Act (OMA) and Freedom of Information Act (FOIA).
- **Regulatory knowledge** – Knowledge after training, of department functions, responsibilities, and organizational structure. Ability to understand and comprehend the meaning of legal language of a variety of statutes and the administrative language of rules, regulations, and procedures, and to commit to recallable memory the primary factors of each that are pertinent to customers for obtaining permits and licenses, and the ability to answer questions around laws and ordinances.

Skills

Interpersonal skills – Ability to remain calm and professional under pressure and communicate verbally in a clear, concise and efficient manner. Ability to accept change by demonstrating a positive attitude when changes occurs. Ability to communicate effectively

with a wide variety of people with different socioeconomic status, educational levels, interests and emotional condition during the communicating and service needs that include occasional confrontational conditions and tensions in citizens. Ability to maintain a professional attitude and approach to communications under occasional periods of verbal abuse from customers. Ability to maintain excellent attendance and flexibility in scheduling. Ability to meet office objectives, daily talk times.

Organizational skills - Ability to work effectively in an open office environment with frequent interruptions and distractions, a moderate noise level, fluctuating workloads at a consistently high level, requiring special processing of some cases, priority changes and schedule adjustments.

Computer systems /software - Working knowledge of Microsoft Office software applications, including Word, Excel, Outlook, PowerPoint, and internet search software relevant to the position.

Advanced skill level in Microsoft Office software applications including Word, Excel, Outlook, PowerPoint, and internet search software relevant to the position. Proficiency in Access and/or other specialized software strongly preferred.

Quality of Work: Maintains high standards of accuracy and attention to detail in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all City departments and divisions, co-workers and the general public.

Ability to

- Develop and maintain filing systems.
- Analyze and interpret policy and procedural guidelines and to resolve problems and questions.
- Analyze and interpret policy and procedural guidelines and to resolve problems and questions, independently.
- Deal with the public tactfully in difficult work situations.
- Maintain financial records and logs using computer data entry methods.
- Type at the rate of sixty (60) words per minute on a personal computer keyboard.
- Read and interpret a map.
- Organize and prioritize information and tasks.
- Communicate clearly and effectively, both verbally and in writing.
- Provide excellent customer service.
- Learn new computer software programs.
- Learn Department procedures, policies, activities and services.
- Set priorities and manage time and work in fast-paced and busy environment with multiple tasks and interruptions
- Read and interpret a map.

City of Urbana

Administrative Assistant (Public Works)

- Interpret and apply administrative and departmental policies and procedures.
- Develop and maintain a complex filing system.
- Understand the organization and operations of the Public Works Department, the City of Urbana and of outside agencies as necessary to assume assigned responsibilities.
- Work under pressure during peak workload periods
- Accurately and efficiently transcribe from a dictaphone or comparable voice recording device;
- Understand and effectively apply complex oral and written instructions and procedures.
- Stenographic ability may be required at the discretion of the Department or Division Head;
- Work with confidential information.
- Respond under emergency conditions.
- *And all knowledge, skills and abilities required at the lower level.*

Licenses, Certifications and Memberships Required

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment.
- Designation as Notary Public is desirable.

RESPONSIBLE FOR:

- Reception and referral as appropriate for persons contacting the Public Works Department by phone or by visiting the office.
- Departmental filing systems
- Office supply, stamp inventory, or petty cash fund, as assigned.
- No supervisory responsibility.

CONTACTS: INTERNAL/EXTERNAL

- Daily telephone contact with the general public and contact with visitors of the Public Works Building.
- Regular contact with internal staff and other governmental offices, contractors, business owners, Council members, and commission/board members.

Supplemental Information

Working Environment: *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Standard office setting. The work requires sitting and/or standing for prolonged periods of time, walking and frequent interaction with others, both in person and on the phone.
- Work environment is both formal and informal, team- and autonomy-oriented, having variable tasks, pace and pressure

- May require occasional evening hours to attend board/commission meetings.

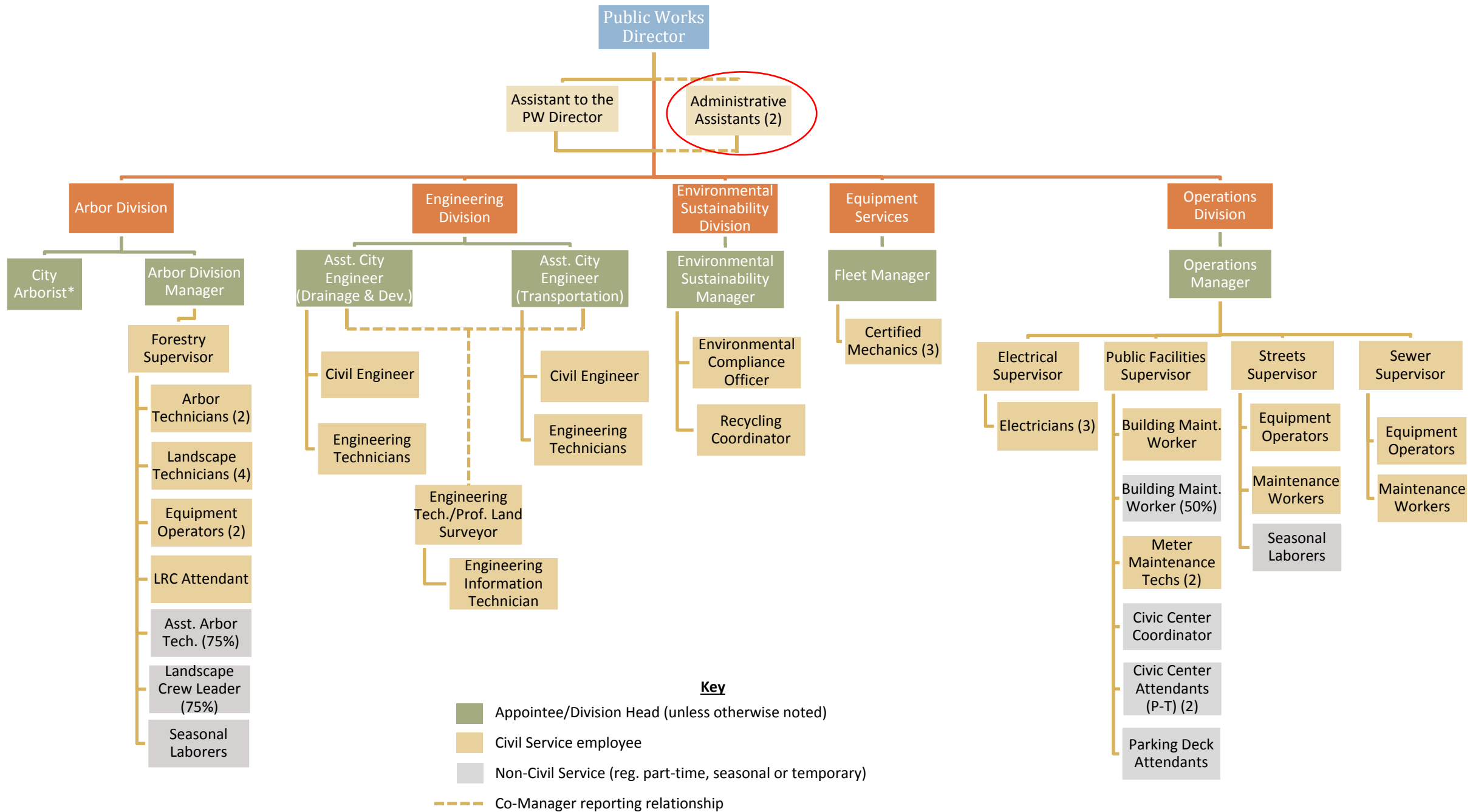
Physical Requirements: *The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 10 pounds; to lift and carry objects weighing up to 10 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel and/or crouch to retrieve files and other items.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.
- Hearing: Hear in the normal audio range with or without correction. Must be able to use a two-way radio.

Class Specification History

For HR/Finance Use

Title Code 024	Pay Grade 26
EEO Category 6- Administrative Support	



- Key**
- Appointee/Division Head (unless otherwise noted)
 - Civil Service employee
 - Non-Civil Service (reg. part-time, seasonal or temporary)
 - Co-Manager reporting relationship

**The City Arborist position is appointed but is not a division head.*