



Reclassification 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://urbanainllinois.us/boards/civil-service-commission>.

Section 1—Proposed Reclassification Information

Employee Vivian Petrotte Department Community Development

Current Title Administrative Assistant I Current Grade 26

Requested Title Administrative Assistant II Requested Grade 30

Section 2 Reason for Request

- Reorganization Reallocation of duties from unfilled vacancy(ies)
 Higher level duties proposed by department/division head Other: Accumulation of additional

Explanation:

The requested upgrade is due to the expansion and increased complexity and sensitivity of duties that have accumulated over the years. Examples include the addition of the Rental Registration program, addition of computerized data bases, increased handling of confidential documents, and direct issuance of certain permits. There has also been an expansion of workload due to the loss of an Administrative Assistant II position in another division.

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: Accumulation of additional and more complex duties over time

Explanation:

Since this position was initially established in 1993, there has been ever increasing complexity of work due to new ordinances, new codes, new programs (e.g., rental registration), and the introduction of a number of automated systems (e.g.,PTWIN, AS400). Confidential information access has increased due to new State laws pertaining to contractors and proprietary nature of building plans. As workload has increased, the position must work independently in advising customers, analyzing maps, plats, and codes, and issuing certain permits. Significant new fiscal responsibility has come with the Rental Registration Program and record high levels of building permit fees, often exceeding \$500,000 per year. The position also helps to supervise the workload of a part-time Clerk-Typist in assisting customers and administering the Rental Registration Program.

Section 3

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

[Signature]
Supervisor

10/24/2014
Date

[Signature]
Department Head

10/24/14
Date

Human Resources Only:

Received on date: _____ By: _____



DEPARTMENT OF COMMUNITY DEVELOPMENT SERVICES

Administrative Division

m e m o r a n d u m

TO: Urbana Civil Service Commission

FROM: Elizabeth H. Tyler, Ph.D., FAICP, Community Development Director

Cc: Vacellia Clark

DATE: October 24, 2014

SUBJECT: Reclassification of Administrative Assistant, Building Safety Division

Introduction

The Community Development Services Department is requesting a reclassification of the Administrative Assistant for the Building Safety Division from an Administrative Assistant I to an Administrative Assistant II level. This reclassification is necessary due to the continued expansion of duties and responsibilities for this position over the past several years and to bring it in line with other similar Administrative Assistant II positions elsewhere in the city.

Discussion

The Administrative Assistant position in the Building Safety Division of the Community Development Services Department has grown in duties and responsibilities over the past several years since it was established, first at the Secretary Level in 1993 and then as an Administrative Assistant I position. This expansion includes additional technical requirements in the areas of building permit issuance, responsibility for complex data base maintenance and reporting, increased handling of confidential information in the form of sealed building plans, contractor identification and licensing documents, and tenant information, consultation with the public on necessary regulatory and procedural requirements, increased responsibility in the area of code updates and maintenance, and expansion of duties due to loss of another Administrative Assistant II position within the department.

Over the years, the position of Administrative Assistant for the Building Safety Division has become a much more prominent position, serving as the frontline for all in-person and the majority of telephone and email inquiries regarding building permits and code compliance in the City of Urbana. The position guides customers in the necessary paperwork that must be submitted to obtain permits (including building, electrical, mechanical, and utility permit

applications), directly issues certain permits (e.g., fence permits, sign permits, demolition permits, and tent permits), intakes significant funds for payment of fees, interprets code and procedural questions, maintains and creates reports using the PTWIN building permit software and the AS400 mainframe property information database, and notices and acts as recording secretary for all meetings of the Building Safety Code Board of Appeals and Property Maintenance Code Board of Appeals. The position is responsible for ensuring that the inspectors follow through and complete the documentation associated with every permit and ensures that the permits are properly closed out in the filing and automated systems. The position also conducts research to assist the department director in formulating applicable fee schedules annually.

In addition to processing all building related permits for the Department, this position reviews and directly issues permits for fences along with certain sign, demolition, and tent permits, all of which require interpretation and application of zoning and building code regulations. The position must read and interpret relevant maps and plats to determine property locations and applicable zoning designations in order to provide accurate responses to inquiries from both the public and internal customers.

This position also processes payments for permits and ensures proper and accurate submittal through the finance process. In accordance with Illinois state law, this position is responsible to acquire government identification (copy of identification card, driver's license, etc.) from contractors who are requesting building permits for roofing. The Illinois State Law requires that when a building permit is issued for roofing work, the City must obtain copy of the contractor's state issued roofing license and a copy of a government issued identification from the person submitting the roofing license. This information must remain confidential and protected from public scrutiny. Sealed construction plans are also proprietary documents and must be protected from theft and misuse by the general public and other designers/contractors.

In 2007, the position duties expanded further to encompass the administration of the city's successful Rental Registration Program, which involves the annual registration of close to 9,000 rental units and involves the maintenance of confidential tenant information in the form of a data base. For purposes of this program, the position helps to supervise the work of a part-time Clerk Typist. The position is also responsible for assisting the housing inspectors with code violation letters and compliance notices and re-inspection alerts for over 2,000 annual inspections.

Upon the retirement of an Administrative Assistant II in the Grants Management division of the Department in 2012 -- a position that could not be replaced due to budget limitation in that division - the workload of the position increased further. Due to the reduced administrative staffing in the Department, the Administrative Assistant for the Building Safety Division is often the only staff member available to take calls and assist the public. In addition, the position manages all of the telephone needs of the department, manages scheduling of the department conference room and helps to monitor and maintain equipment, including a plotter, printer, FAX machine, and digital recorder. The position serves as the sole backup for preparation of payroll and purchase orders when the department-wide Administrative Assistant is absent.

Reclassifying the Administrative Assistant position in the Building Safety Division to the Administrative Assistant II level will more accurately reflect the position's current responsibilities and duties as they have grown over time.

Fiscal Impact

The Administrative Assistant position in the Building Safety Division is funded by General Funds which are supported by significant revenues in the form of building permit and rental registration fees – funds for which this position is directly responsible for receiving. Due to current vacancies in the Building Safety Division which are anticipated to be filled at the Minimum to Norm level, there would be no immediate or long-term fiscal impact due to the reclassification. Salary savings will be used to fund the reclassification for the remainder of FY 2014-2015 and the new position will then be budgeted in FY 2015-16 at the Administrative Assistant II level.

Recommendation

Staff recommends that the Civil Service Commission approve the requested reclassification of the Administrative Assistant for the Building Safety Division from an Administrative Assistant I to an Administrative Assistant II.



ADMINISTRATIVE ASSISTANT II (BUILDING SAFETY)

JOB DESCRIPTION

Department:		Division:	
Work Location:	Urbana City Building	Percent Time:	100%
Job Type:	Civil Service	FLSA Status:	Non-Exempt
Reports To:		Union:	

JOB SUMMARY

Performs secretarial duties for the Building Safety Division; responds to telephone and radio calls; processes permit applications, [collects fees](#); logs and reports data; acts as [substitute](#) payroll clerk for Department; takes and records minutes of meetings; schedules inspections for inspection staff; and maintains calendar for Building Safety Division; assists in supervision of one (1) part-time clerk typist, [prepares letters and violation notices for housing and building code related items, assists with administration of Rental Registration Program; maintains Division and Department information on City Website.](#)

Defining Class Characteristics:

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

- Types correspondence, reports, certificates, licenses, and other documents.
- Drafts correspondence for signature of Division Manager and Inspectors.
- Notarizes payment verification requests for contractors, lien waivers, documents from loan closings, and other documents as necessary.
- Updates Departmental forms.
- Collects departmental mail from City Building; sorts and distributes to appropriate staff.

- Takes and logs incoming messages from divisional telephone lines.
- Directs and screens telephone and in-person complaints; responds to requests for information or refers as appropriate.
- Schedules meetings for divisional personnel and maintains calendar of Building Safety Division Manager.
- Maintains Calendar and schedule for Community Development Conference Room
- Schedules inspections with citizens on behalf of inspection staff.
- Creates and maintains multi-functional filing systems for the Building Safety Division. Ensures electronic filing is consistent with paper filing systems by working with inspectors to enter information on a timely basis. This includes posting pertinent information into the Building Safety Records of the AS400, and PT Win permit and inspection system, and other associated data storage systems.
- Monitors the Public Works radio; responds to divisional calls for information; relays requests for inspections.
- Acts as substitute payroll clerk for Department. For the Building Safety Division: maintains and verifies payroll log of leave time used and compensatory and overtime accrued and reports same; prepares Payroll Action and Request Forms Personnel Action forms for appropriate signature and submits to the Human Resources Division; maintains copies of Division's personnel records; distributes payroll checks.
- Maintains time file (tickler) of all permit and housing related and code violation citations; reviews daily and; tracks violation tickler file to ensure timely follow-up of citation that transfers citations requiring action, and conveys information to the appropriate inspection officer/inspector.
- Schedules meetings, organizes packets, and transcribes minutes from tape or electronic recording for Building Code Board of Appeals and Property Maintenance Code Board of Appeals; notifies public and writes press releases.
- Assists Department Director and Building Safety Division Manager in research of files and city records and prepares documents and copies, in order to respond to Freedom of Information Act Requests.
- Receives and processes Failure to Comply ticket appeals.
- Completes preliminary review of fence permit applications to determine compliance with Zoning and Building Code requirements, and issues fence permits. Inspects fences on site to determine compliance with applicable codes, completes permit process, logs information and closes out associated files.
- Completes preliminary review of demolition permit applications to determine required notification and delay period. If within 45 day delay, promulgates notification to all applicable recipients are required by the Demo Delay Ordinance.
- Responds to citizen requests for permits and hearings, provides and explains application and procedures; explains permitting process to applicants and completes preliminary review of permit submittal documentation, provides feedback to citizens and contractors in order to ensure completed permits, attachments and diagrams are submitted.
- Collects fees for permits, screens completed applications and collects fees; date stamps and initials all permit submittals and enters applicable information into plan review spreadsheet, circulates applications for appropriate review and authorization; ensures

authorized permits are forwarded to the appropriate party and recorded. Ensures sealed plans and drawings, upon submittal, remain confidential and protected from public review or unauthorized copying.

- Verifies, collects and securely files roofer licensing information and associated identification documentation as required by Illinois State Law to ensure confidentiality of license numbers and personal information.
- Receives tenant complaints and works with complainant to schedule inspection within 48 hours of complaint (at tenant convenience). Maintains documents so as to ensure confidentiality of all tenant information. Logs complaint and keeps ongoing records of complaints, initial inspections and inspection clear date.
- Daily reconciles and transfers permit fees to the Finance Department.
- Logs data and compiles monthly building permit census reports.
- Logs data for Rental Registration program, inspections, follow-ups and updates inspection grades on city website at least bi-weekly.
- Assigns and reviews work of divisional ~~part-time~~ ¾ time Clerk Typist.
- Provides secretarial support to the Community ~~and Economic~~ Development Director, Planning Division, Economic Development Division and Community Development Grants Management Division in the absence of other secretarial staff.
- Maintains and updates Building Safety Division section of the City website, all forms and code related information to be current.
- Updates Model Codes Adopting Ordinance and other publications to ensure consistency with City Council changes and amendments. Amends paper and electronic copies and ensures their availability to the public on the City website and in printed form in CD.
- Ensures that members of Property Maintenance and Building Safety Code Boards of Appeals appointments are current/ up to date and works with new members to ensure compliance with Open Meetings Act. Maintains each member's confidential documentation regarding OMA compliance in a secure file.
- Conducts research for permit and other community development related fees to assist in the annual formulation of the fee schedule for the department and division.
- Copies all letters, files, forms, and documents as needed within the scope and function of the office.
- Performs other related 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 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

- Business English, punctuation, spelling, grammar, and business math.
- Office practices and procedures and operation of standard office equipment, including personal and mainframe computers, facsimile machine, calculator, and dictaphone.
- ~~Knowledge and abilities typically acquired through graduation from high school, supplemented by additional course work in office practices and procedures, and two (2) years' work experience in a standard office setting.~~ (this section is moved to "Education and Experience" sub-section)

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 - 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 complex filing systems.
- Type at a rate of sixty (60) words per minute on a standard electric typewriter and a personal computer keyboard.
- Transcribe accurately and efficiently from a dictaphone or comparable voice recording device.
- Operate a multi-line phone system ~~with multiple lines.~~
- Prioritize workload.
- Handle people during difficult situations.
- Stenographic ability may be required at discretion of Department or Division Head.

- [Set priorities and manage time and work in fast-paced and busy environment with multiple tasks and interruptions](#)
- [Learn Department procedures, policies, activities and services, and interpret and apply administrative and departmental policies and procedures.](#)
- [Understand the organization and operations of the Department, the City of Urbana and of outside agencies as necessary to assume assigned responsibilities.](#)
- [Work under pressure during peak workload periods.](#)
- [Provide quality customer service in a courteous and professional manner.](#)
- [Work with confidential information.](#)
- [Respond under emergency conditions.](#)

Licenses, Certifications and Memberships Required

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment.
- [Appointment as an Illinois Notary Public.](#)

RESPONSIBLE FOR:

- Reception and referral as appropriate for persons contacting the Building Safety Division.
- Logging and reporting building permit and payroll data.
- [Maintaining](#) Building Safety Division filing systems.
- Properly notarizing documents for the Department as necessary.
- Assigning work to part-time Clerk Typist.

CONTACTS: INTERNAL/EXTERNAL

- Regular contact with personnel from other City Departments.
- Regular contact with contractors, general public, and divisional staff to process permit applications.
- Occasional contact with personnel from other municipalities and public agencies.

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 and occasionally on-call for emergency situations.

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.

SUPERVISION EXERCISED

DIRECTS- reviews the work performed while allowing considerable independence exercised by the supervised employee:

- Clerk-Typist (.075 FTE).

SPECIAL CONDITIONS

- Requires appointment as an Illinois Notary Public and therefore must fulfill the conditions thereof.

Prepared By: _____
Signature Date

Approved By: _____
Department Head Date

Approved By: _____
Personnel Mgr. Date

Approved By: _____
Civil Service Commission Date

Approved By: _____
Human Relations Officer Date

Class Specification History

General revision: 10/1993

For HR/Finance Use

Title Code 024	Pay Grade <u>26.30</u>
EEO Category 6- Administrative Support	

MAYOR and CITY COUNCIL

BOARDS & COMMISSIONS

Libby Tyler
Director of CD Services Department

OTHER CITY DEPARTMENTS

Sukiya Reid
Administrative Assistant I

BUILDING SAFETY DIVISION

John Schneider
Manager

Vivian Petrotte
Administrative Assistant I

Sharon Humes
Clerk-Typist

Steve Cochran
Building Inspector

Tim Mecum
Electrical Inspector

Gordon Skinner
Building/Plumbing/Mechanical
Inspector (Temp)

VACANT
Code Enforcement Coordinator

Stephen Chrisman
Housing Inspector

VACANT
Housing Inspector

PLANNING DIVISION

Jeff Engstrom
Interim Manager/Planner II

Teri Anel
Administrative Assistant I

VACANT
Manager

Kevin Garcia
Planner II

Christopher Marx
Planner I

Maximillian Mahalek
Intern

Matt Rjec
Intern (Shared)

**GRANTS MANAGEMENT
DIVISION**

Kelly Mierkowski
Manager

VACANT/DISCONTINUED
Administrative Assistant II

Jen Gonzalez
Grants Coordinator II

Randy Burgett
Housing Rehabilitation Coordinator

VACANT
Grants Associate

Matt Rjec
Intern (Shared)

**ECONOMIC DEVELOPMENT
DIVISION**

Brandon Boys
Manager

Natalie Kenny Marquez
Market at the Square Director/
Marketing Coordinator

Lisa Hatchadoorian
Public Arts Coordinator

VACANT
Economic Development Coordinator

Kate Ferrer
Economic Development Specialist

Miles Thomas
Intern

Hannah Vantrease
Intern/Market Aid



**Community
Development
Services**

Organizational Chart

Updated: October, 2014