



# Memorandum

*Human Resources Division*

TO: Todd Rent, Chief Examiner  
Civil Service Commission

FROM: Human Resources Staff

RE: **Request to Establish New Classification for Administrative Assistant III**

DATE: June 10, 2015

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## **Action Requested**

The Commission approve the attached job description supporting and approving the proposed classification of Administrative Assistant III.

## **Authority**

Urbana Civil Service Rules and Regulations – Rule 2.4 (*Classification of New Positions*): “Before a new position is established, the Appointing Authority shall recommend to the Commission its allocation to an appropriate class. The department head desiring to establish a new position shall present, through the Appointing Authority, to the Commission a full statement of the duties, responsibilities of the new positions, together with his recommendations regarding title, qualifications needed and rates of compensation.”

## **Background Information**

Prior to 2007, the City offered one classification of full-time administrative support. That year, the City conducted an organization-wide job audit that resulted in a two-tier system of Administrative I and Administrative Assistant II. Positions in the Administrative Assistant I position provide general clerical support, while those in the higher classification generally have a wider range of duties, increased complexity and a broader range of tasks requiring greater independent judgment.

HR staff requests that the Commission consider adding a third tier to the existing classification system to recognize those positions which require the highest level of complexity, responsibilities, tasks and knowledge.

## **Attachments**

- Administrative Assistant III job description
- Administrative Assistant class specifications



## ADMINISTRATIVE ASSISTANT III

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### JOB DESCRIPTION

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

### JOB SUMMARY

Performs and coordinates complex technical and administrative duties in a specific programmatic or administrative specialty area in support of the Mayor, a department head or an Executive manager. Work assignments require interpretation and application of policies, procedures, and regulations and involve frequent direct contact with the public, as well as performing various research support functions.

### **Defining Class Characteristics:**

This is a single-position classification per City Department or Executive Division. It is distinguished from other administrative support classes in that the position provides advanced-level support to the Mayor, a department head or an Executive manager. Responsibilities require the exercise of independent judgment, technical knowledge of the specific area of assignment and of overall City and community activities.

Administrative Analysts conduct highly responsible and complex administrative analysis requiring knowledge of City administrative organization, policies, procedures, and practices; and perform other related duties as required. Incumbents may study existing and proposed policies, and procedures; plan details of administrative studies; determine and locate sources for collecting information and data; review, analyze, and summarize reports of officers, committees, and agencies; prepare directives, regulations, and other instructions for issuance to other administrative units; provide consultative service in administrative management to departmental administrators; develop and recommend new administrative organizational structure, policies, and procedures; and establish and maintain contact with officials in the City, government, and industry for the collection and exchange of information. Assignments are usually given on a project basis and incumbents are expected to fully analyze the problem, gather data and information, find and evaluate alternative solutions, and make a final recommendation. Unlike the administrative support series, positions in this classification will generally have responsibilities that extend beyond leading or coordinating the clerical operations or support function for an organizational unit. These positions are directly responsible for or participate in program administration or perform specialized or general duties related to the overall administrative operations of an organizational unit.

### **Class Concepts**

Incumbents are responsible for performing the highest level of administrative analysis. Positions are allocated to these levels on the basis of internal comparison, the nature and scope of responsibilities, and the specialized requirements of the work.

A position in the Administrative Analyst classification may be focused in one program area and/or administrative specialty or may include more general duties crossing several programs or administrative specialties. Program areas and administrative specialties may include, but are not limited to, the following core areas: Program Administration, Administrative Specialties, and General Administrative Functions.

### **Difficulty**

A wide variety of analyses are performed independently. In addition to theoretical knowledge as found at the Administrative Assistant II level, the Administrative Analyst applies knowledge attained in work environment; works without close supervision and/or within processes that are not self-regulatory. Solutions require innovation and alternate recommendations within existing programs which may significantly differ from established norms.

### **REPRESENTATIVE DUTIES**

- Performs a wide variety of professional level research, administrative, and analytical duties in support of assigned functions, operations, programs, department, and/or division; performs duties in support of various administrative operations and activities within assigned area of responsibility including special projects, research studies, budget analysis, and other specialized functions.
- Administers and coordinates assigned functions or projects; participates in the development and implementation of goals, objectives, and priorities for assigned functions or programs; recommend and implement resulting policies and procedures; create and modify policy and procedural manuals and guidelines.
- Provides assistance in resolving operational and administration issues; identifies issues and conduct research to find alternative solutions; makes and assists in the implementation of recommendations.
- Coordinates, implements, and monitors special projects within assigned area of responsibility; perform complex research and analysis of new programs, services, policies, and procedures; prepares and presents reports.
- Provides staff assistance to management staff; participate on and provide staff support to a variety of committees, boards, and commissions; prepare and present staff reports and other correspondence as appropriate and necessary.
- Coordinates and collaborates with departments, divisions and outside agencies; serves as a liaison with public and private organizations, community groups and other social organizations; provides information and serves as a resource.
- Attends and participates in professional group meetings; stay abreast of new developments within assigned area of responsibility; maintain awareness of federal, state and local regulations.
- Responds to inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.

- Performs related duties as required.
- **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:

## **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:*

- Entry to this classification requires general knowledge and skills in the applicable administrative and/or program field with a foundational knowledge of public administration principles, practices, and methods. This foundation would normally be obtained through a bachelor's degree and/or equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs.

### **Knowledge of**

- Thorough knowledge of policies, procedures, and outside regulations pertaining to the applicable program and/or administrative specialty.
- Operational characteristics, services and activities of assigned program area.
- Organization and operation of municipal government.
- Applicable civil, government and administrative codes.
- Pertinent federal, state and local laws, codes and regulations.
- 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.

### **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**

- Perform a full range of responsible analytical and administrative duties in support of assigned programs, functions, and/or department involving the use of independent judgment and personal initiative.
- Research and analyze problems and prepare recommendations on a variety of issues.
- Understand the organization and operation of assigned department and outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply pertinent federal, state and local laws, codes and regulations as well as City policies and procedures.
- Prepare clear and concise administrative and financial reports.
- Maintain accurate and complete records on programs and operations.
- Interpret technical information for a variety of audiences.
- Independently prepare correspondence and memoranda.
- 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.
- Organize and prioritize information and tasks.
- Communicate clearly and effectively, both verbally and in writing.
- Provide excellent customer service.
- Adapt to changing technologies and learn functionality of new equipment and systems. Set priorities and manage time and work in fast-paced and busy environment with multiple tasks and interruptions.
- Develop and maintain a complex filing system.

- Work under pressure during peak workload periods
- Understand and effectively apply complex oral and written instructions and procedures.
- Work with confidential information.
- Respond under emergency conditions.
- *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.

**TYPICAL NATURE OF WORK ASSIGNMENTS:**

- Independent performance of varied or specialized administrative and analytical duties and/or service as a program administrator. Work is reviewed against goals and involves independently planning and performing research and participating in the development, alteration, implementation, and evaluation of the organizational unit and/or program policies and procedures. Work activities relate primarily to operations and procedures.
- Accountable for own work results which are reviewed for soundness of judgment.
- Considerable judgment and discretion reflective of a thorough knowledge of a professional administrative specialty and/or program and/or policy areas need to be exercised. Policies and practices referenced for guidance.
- Work is usually limited to immediate organizational unit, but may coordinate projects within or with other units. Assignments require handling of multiple work priorities and accountability for own work results.
- Assignments regularly require the use of independent judgment to make decisions, interpret, and apply a wide range of policies and procedures related to the program area and/or administrative specialties. Standard procedures and practices are followed.
- A wide range of administrative problems related to day-to-day work unit and program operations will require solutions. Precedents may often be relied on to determine appropriate solutions.
- Typically, the work requires limited innovation, but some ingenuity may be used to meet new needs.
- The work focuses primarily on own work assignments and projects, rather than lead work direction. However, duties may include overseeing clerical operations and providing lead direction to support staff.

**CONTACTS: INTERNAL/EXTERNAL**

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

**Supplemental Information**

City of Urbana  
Administrative Assistant III

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**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.

**Class Specification History**

*For HR/Finance Use*

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