



## VILLAGE OF HOFFMAN ESTATES JOB DESCRIPTION

### ADMINISTRATIVE STAFF ASSISTANT – CODE RENTAL HOUSING

**EFFECTIVE DATE:** 07/15/2022

<b>DEPARTMENT:</b> Development Services	<b>WORK LOCATION:</b> Village Hall		<b>FLSA STATUS:</b> Non-Exempt
<b>CLASS CODE:</b> 1507	<b>RANGE:</b> 10	<b>PENSION:</b> IMRF	<b>UNION:</b> NU
<b>REPORTS TO:</b> Rental Program/Property Maintenance Supervisor	<b>LEVEL OF SUPERVISION RECEIVED:</b> General Supervision		<b>LICENSE/CERTIFICATES:</b> Freedom of Information Officer* *must obtain upon employment

#### **SUMMARY:**

Performs a variety of duties ranging from routine to varied and performs secretarial and administrative duties related to the Code Enforcement Residential Rental Property Program in the Development Services Department, which includes scheduling inspections/meetings, preparing summary reports, generating renewal letters for licenses, filing, research, answering basic questions about code requirements and the rental housing program, and other duties.

Responds to and interacts with residential rental property owners, tenants, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

<b>JOB NO.</b>	<b>ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES</b>	<b>FREQUENCY</b>
1.	Perform daily duties related to the administration of the rental housing registration and inspection program, including answering phone calls/emails, scheduling inspections, issuing licenses, mailing, filing, entering inspections and results in a computer database, running reports, tracking property status items, processing payments, etc.	Daily 80%

2.	Answer questions related to the rental housing program procedures and basic code requirements.	Daily 20%
3.	Manage annual license registration renewal process, including sending renewal notices, accepting payments and updating information based on applications submitted.	Daily 50% (during annual renewal period only)
4.	Assist Code Enforcement Officers with research and preparation for citations and enforcement activities related to the rental housing program.	Monthly 10%
5.	Assist Finance Department with past-due money collections as part of the rental housing license program.	Weekly 10%
6.	Communicate with other Village Divisions and Departments as needed.	Daily 10%
7.	Performs miscellaneous administrative duties such as processing invoices, petty cash requests, ordering supplies, etc.	Weekly
8.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily

JOB NO.	OTHER RELATED DUTIES
1.	Serves as backup for other department support staff and the front counter as needed.
2.	Process Freedom of Information Requests as needed.
3.	Maintain personnel attendance files and file/enter payroll timesheet data.
4.	Serves as member of various employee committees.
5.	Notarizes documents as needed.
6.	Follows Village-wide and departmental safety rules and practices.
7.	Performs other duties, tasks, and responsibilities as assigned.
<b>SUPERVISORY RESPONSIBILITIES: (Select one – required)</b>  <input checked="" type="checkbox"/> None required  <input type="checkbox"/> Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. <b>(List specific responsibilities below)</b>	

**EDUCATION, EXPERIENCE AND COMPUTER SKILLS:**

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

**Education Level (Select one - required)**

- ☐ High school education with vocational training
- ☒ High school diploma or general education degree (GED)
- ☐ Two or more years of college coursework in related field
- ☐ Associate's degree (A.A.) from two-year college or technical school
- ☐ Bachelor's degree (B.A.) from four-year college or university
- ☐ Master's degree (M.A.)
- ☐ Doctoral degree (Ph.D)
- Degree or coursework should be in...

**Experience Level (Select one - required)**

- ☐ No prior experience or training required
- ☐ Six months to one year related experience
- ☒ One to two years related experience
- ☐ Two to four years related experience
- ☐ Four to ten years related experience

**Additional Experience (Select as appropriate)**

- ☐ Experience in supervisory capacity...
- ☐ Experience in management capacity...
- ☐ Must meet the requirements as set by the Fire & Police Commission

**Computer Skills (Select as appropriate)**

- ☒ Entry and processing of data
- ☒ Word Processing data
- ☒ Spreadsheet software
- ☒ Database software
- ☒ Specialized applications:
- Microsoft Office, Central Square software, Cognos, various web applications*

**COMMUNICATION SKILLS:****English Language/Communication Skills (Select one)**

- ☐ Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- ☒ Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- ☐ Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- ☐ Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- ☐ Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

**Foreign Language Skills (Complete if applicable)**

- Fluency in foreign language skills is:
- ☒ A Plus
- ☐ Preferred
- ☐ Required
- Ability to speak and/or read, write and comprehend.

**Required Language:**

**REQUIRED COMPETENCIES:**

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

**PROFICIENCY IN:**

Operating calculator, fax machine and writing utensils, personal computer; word processing, spreadsheet, database and Central Square software, basic web updates, typewriter, telephone, micro fiche reader, copy machine.

**WORKING KNOWLEDGE OF:**

Office practices and procedures.

Business English, spelling, grammar, sentence structure and arithmetic.

Secretarial procedures and practices and principles of office management.

**ABILITY TO:**

Obtain online training and certification as Freedom of Information Officer within 120 days of employment.

Obtain Notary Public certificate within 120 days of employment.

Accurately type and perform data entry.

Maintain attention to detail.

Perform arithmetic computations quickly and accurately.

Perform basic monetary transactions accurately.

Perform multiple tasks simultaneously.

Handle resident and other inquiries satisfactorily while maintaining Village-established customer service objectives.

Perform updates to Village websites as needed.

Work independently.

Work under pressure.

Organize multiple projects and tasks while maintaining systemization.

Communicate effectively, verbally and in writing.

Read, write, speak and comprehend the English language.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodations.

<b>(mark all 17 activities)</b>		<b>Amount of Time</b>			
<b>Physical Activity</b>	<b>None</b>	<b>Less than 1/3</b>	<b>1/3 to 2/3</b>	<b>More than 2/3</b>	
Stands	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sits	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Uses fingers in a repetitive motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Uses hands to grasp, finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Reaches with hands and arms above shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbs or balances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Twists or turns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Stoops, kneels, crouches, bends, or crawls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulls, pushes, or carries	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Talks or hears	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Tastes or smells	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Operates a motor vehicle or heavy equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifts or move 0 to 10 pounds (sedentary)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifts or move 10 to 20 pounds (light)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifts or move 20 to 50 pounds (moderate)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifts or move 50 to 100 pounds (heavy)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**VISION DEMANDS:**

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

**Other Vision Demands (select if applicable)**

\_\_\_\_\_ Absence of color blindness

\_\_\_\_\_ Corrected vision of...

\_\_\_\_\_ Uncorrected vision of...

***Enter specific vision requirement here***

***Enter specific vision requirement here***

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

***(mark all 15 conditions)***

<b><u>Environmental Conditions</u></b>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	_____	_____	_____	<u>  X  </u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u>  X  </u>	_____	_____	_____
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u>  X  </u>	_____	_____	_____
Works near moving mechanical parts	<u>  X  </u>	_____	_____	_____
Works in high precarious places, underground, or confined spaces	<u>  X  </u>	_____	_____	_____
Flying debris or airborne particles	<u>  X  </u>	_____	_____	_____
Fire, smoke, fumes, gases, or noxious odors	<u>  X  </u>	_____	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u>  X  </u>	_____	_____	_____
Risk of electrical shock	<u>  X  </u>	_____	_____	_____
Works with explosives or risk of radiation	<u>  X  </u>	_____	_____	_____
Vibration	<u>  X  </u>	_____	_____	_____
Extreme illumination	<u>  X  </u>	_____	_____	_____
Low noise level (Normal voice tones)	_____	_____	_____	<u>  X  </u>
Moderate noise level (Raised voice levels)	<u>  X  </u>	_____	_____	_____
High noise level (Shouting/ear protection may be needed)	<u>  X  </u>	_____	_____	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:

  
\_\_\_\_\_  
Department Director

Reviewed Approval:

\_\_\_\_\_  
Human Resources Management Director

Approved:

\_\_\_\_\_  
Village Manager

Effective Date: \_\_\_\_\_

Revision Date: \_\_\_\_\_