



VILLAGE OF HOFFMAN ESTATES

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT

EFFECTIVE DATE: 10/1/2024

DEPARTMENT: Public Works	WORK LOCATION: Public Works Center		FLSA STATUS: Non-Exempt
CLASS CODE: 2650	RANGE: 12	PENSION: IMRF	UNION: Non-Union
REPORTS TO: Office Manager & Assistant Director of Public Works	LEVEL OF SUPERVISION RECEIVED: Works under the immediate supervision of the Office Manager and the general direction of the Assistant Director of Public Works		LICENSE/CERTIFICATES: None

SUMMARY:

As a member of the Public Works administrative team, performs a variety of routine and complex clerical and general office duties in support of the Public Works Department, including answering phones, processing time tickets, performing functions within the department's asset management software, gathering data to prepare periodic reports, and overseeing the right-of-way permitting process, among other duties.

Responds to and interacts with residents, contractors, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Answers inquiries from employees, the general public, and other agencies and refers to appropriate staff; obtains information and makes call-backs to resident inquiries; processes service requests within the Village's Asset Management software.	Daily 40%

2.	Enters CBA member's time tickets into tracking software; runs reports on data collected.	Daily 20%
3.	Serves as the right-of-way permit coordinator. Conducts intake reviews, verifies staff reviews are completed, and processes the permit for issuance within the Village's electronic permitting software.	Weekly 10%
4.	Oversees the Department's Safety Lane Inspection Program. Notifies staff of periodic inspection scheduling, tracks and inputs results into database.	Monthly 15%
5.	Tracks, monitors, and inventories Department technology items such as cell phones, tablets, laptops, and air cards. Keeps a log of key data for use during budget preparation.	Monthly 10%
6.	Assists in the creation of purchase order requisitions. Provides contract management and tracking support for supervisors; ensure routing is completed properly. Maintains budget expenditure logs for various staff accounts.	Daily 10%
7.	Serves as a back-up to the fleet services administrative staff assistant. Receives periodic training on the daily duties and functions of the position.	Monthly 10%
8.	Participates in meetings for labor management, safety committee, etc. Records meeting information and assists supervisors and leadership team to stay on track and meet deadlines.	Monthly 5%
9.	Assists with various special projects, such as the Public Works Citizens Academy and Open House planning and execution; scheduling, outreach, swag orders, etc.	Monthly 10%
10.	Communicates and coordinates with other Village Departments and Divisions, as needed.	Monthly 10%
11.	Perform miscellaneous administrative duties such as processing and coding invoices, monitoring purchase amounts against annual budget, running reports, scheduling meetings, copying, filing, scanning, disperse mail, etc.	Daily
12.	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.	Arranges programs and/or events by procuring meeting spaces and obtaining related supplies.
2.	Provides assistance to payroll functions, snow/ice reports, order office supplies, and assemble other reports, as needed.
3.	Provides content for periodic website updates and social media articles.
4.	Serves as a member of employee committees, as needed.
5.	Follows Village-wide and departmental safety rules and practices.
6.	Performs other duties, tasks, and responsibilities as assigned.
SUPERVISORY RESPONSIBILITIES: <i>(Select one – required)</i> <input checked="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. <i>(List specific responsibilities below)</i>	

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, Specialized Permitting Software,
Cartegraph, GovQA,
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 personal computer; email, word processing and spreadsheets in Microsoft Office, Cartegraph, permitting software, Laserfiche, basic web updates, telephone, copy machine, and other typical office equipment.

WORKING KNOWLEDGE OF:

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

Administrative support and basic office procedures and practices and principles of office management.

ABILITY TO:

Initiate, compose, prepare and type correspondence and complex reports.

Accurately type sixty (60) words-per-minute (corrected) is preferred.

Intermediate skill level in Microsoft Word and Excel.

Maintain attention to detail.

Perform arithmetic computations quickly and accurately.

Perform multiple tasks simultaneously.

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

Devise or suggest improved procedures, as needed.

Perform updates to Village website 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.

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

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...

As required by the ILSOS to operate a motor vehicle

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)

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

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: _____