



**VILLAGE OF HOFFMAN ESTATES  
JOB DESCRIPTION  
OFFICE MANAGER - ADMINISTRATIVE ASSISTANT**

*EFFECTIVE DATE:* \_\_\_\_\_

<b>DEPARTMENT:</b> Public Works	<b>WORK LOCATION:</b> Public Works Center		<b>FLSA STATUS:</b> Non-Exempt
<b>CLASS CODE:</b> 2562	<b>RANGE:</b> 15	<b>PENSION:</b> IMRF	<b>UNION:</b> NU
<b>REPORTS TO:</b> Director of Public Works	<b>LEVEL OF SUPERVISION RECEIVED:</b> Under the Supervision of the Director of Public Works		<b>LICENSE/CERTIFICATES:</b> None

**SUMMARY:**

As the lead member of the Administrative Services team, performs a variety of skilled and semi-skilled duties and responsibilities related to internal and external customer service ranging from supervising administrative staff and office functions to participating in routine to complex clerical, secretarial and administrative work by keeping official records, providing administrative support and assisting in the administration of standard operating policies and procedures within Administrative Services. Responds to and interacts with the public, Village and department staff and vendors in a courteous, professional and effective manner.

<b>JOB NO.</b>	<b>ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES</b>	<b>FREQUENCY</b>
1.	Works alone, as a member of a team, or as a supervisory/lead person to prevent and resolve problems. Develops strategies to assist in planning and coordinating team activities to assure maximum production and efficiency. Evaluates and recommends new programs, practices, and procedures. Evaluates the performance of team members at recommended intervals. Prioritizes, coordinates and delegates office activities and assignment of projects for other administrative staff members. Provides training and answers questions regarding department procedures and job functions.	Daily 100%

2.	Answers inquiries from employees, the general public, and other agencies received in person, by telephone, online, or in writing and refers to appropriate persons; obtains information for the public and makes call-backs to answer residents' inquiries; receives service requests from the public; answers questions regarding departmental procedures or forwards to the appropriate staff member or agency.	Daily 40%
3.	Accurately and efficiently transcribes from handwritten drafts, types and edits a variety of correspondence, minutes and reports, agendas, letters, press releases, charts, numerical information and other material requiring judgment as to content, accuracy and completeness. Independently composes a variety of letters and memos for mailing and distribution.	Weekly 5%
4.	Performs data entry, able to query and instruct staff on use and function of the current customer service database or other Village chosen database.	Daily 10%
5.	Prepares monthly agendas and packets for Public Works & Utilities Committee, including typing, compiling, assembling and distributing Prepares Historical Sites, Utilities, Environmental Commission, agendas and related documents as needed.	Monthly 25%
6.	Collects, analyzes, summarizes and processes information for reports; independently prepares reports and surveys for department staff, which involves tabulation, posting, extracting and calculating.	Weekly 15%
7.	Prioritizes, coordinates and delegates office activities and assignment of projects for other administrative staff members. Provides training and answers questions regarding department procedures and job functions.	Daily 30%
8.	Processes emergency operational communications, including notification to Police, Fire and General Government.	Daily 5%
9.	Compiles, coordinates, processes and edits department bids and requests for proposals.	Daily 10%
10.	Performs Administrative support to Department Director and other assigned management positions, including scheduling of appointments and special assignments.	Daily 30%
11.	Processes confidential documents as needed.	Daily 5%
12.	Maintains filing system of correspondence, records, forms and similar material according to established file classification system in order to ensure quick retrieval; gathers, sorts and checks material to be filed; files and retrieves various items as requested. Coordinates and maintains orderly electronic filing system.	Daily 10%

13.	Initiates recommendations to improve office procedures and processes.	Daily 5%
14.	Acts as the department's Freedom of Information Act (FOIA) Officer and compiles material as a result of FOIA requests.	Monthly 5%
15.	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 100%

JOB NO.	OTHER RELATED DUTIES
1.	Copies, faxes and distributes departmental information, as required.
2.	Compiles, processes, copies and distributes department monthly calendar.
3.	Arranges programs and/or events by arranging meeting space, cater and obtaining related supplies.
4.	Arranges for the services and/or repair of office equipment. Orders office supplies.
5.	Facilitates monthly Administrative Services staff meeting
6.	Performs other duties, tasks, and responsibilities as assigned.

**SUPERVISORY RESPONSIBILITIES: (Select one – required)**

☐ None required

☒ Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. (*List specific responsibilities below*)

## 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:

**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)**

☐ Foreign language skills Ability to speak and/or read, write and comprehend... **Enter language here**

**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.

Displays a working knowledge of office practices and procedures – Ability to utilize business skills

Has knowledge of basic principles of supervisory practices

Ability to form professional relationships with staff

English; Spelling, grammar and sentence structure; math; and practices and principles of office management.

Typing – Ability to produce documents using a keyboard with minimal errors at a rate of 50 words-per-minute.

Problem Solving – Gathers and analyzes information; Identifies and resolves problems in a timely manner.

Computers – Ability to use a personal computer to retrieve, prepare and store documents.

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; develops realistic action plans.

Communication – Ability to effectively read, write, speak and comprehend the English language and effectively uses these skills verbally and in writing.

Delegation/Leadership – Delegates the flow of work and encourages team members in their efforts.

Comprehends oral and written instructions.

Ability to work independently.

Ability to perform multiple tasks simultaneously.

Ability to work under pressure during emergency situations.

Ability to devise and implement improved office procedures as needed.

**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)*

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

X Corrected vision of...

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

**As required by Illinois Secretary of State for operation of 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.

<b>(mark all 15 conditions)</b> <b><u>Environmental Conditions</u></b>	<b>----- Amount of Time -----</b>			
	<b>None</b>	<b>Less than 1/3</b>	<b>1/3 to 2/3</b>	<b>More than 2/3</b>
Customary indoor conditions	<u>      </u>	<u>      </u>	<u>      </u>	<u>  <b>X</b>  </u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Works near moving mechanical parts	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Works in high precarious places, underground, or confined spaces	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Flying debris or airborne particles	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Fire, smoke, fumes, gases, or noxious odors	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Risk of electrical shock	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Works with explosives or risk of radiation	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Vibration	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Extreme illumination	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </u>
Low noise level (Normal voice tones)	<u>      </u>	<u>      </u>	<u>  <b>X</b>  </u>	<u>      </u>
Moderate noise level (Raised voice levels)	<u>      </u>	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>
High noise level (Shouting/ear protection may be needed)	<u>  <b>X</b>  </u>	<u>      </u>	<u>      </u>	<u>      </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.

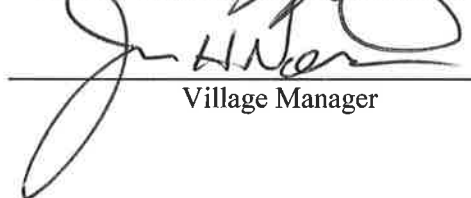
Recommended Approval:

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

Reviewed Approval:

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

Approved:

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

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

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