



**VILLAGE OF HOFFMAN ESTATES
JOB DESCRIPTION: PART-TIME
ADMINISTRATIVE STAFF ASSISTANT**

EFFECTIVE DATE: 05/01/2023

DEPARTMENT: Public Works	WORK LOCATION: Public Works Center		FLSA STATUS: Non-Exempt
CLASS CODE: 1502	RANGE: 10	PENSION: IMRF	UNION: Non-Union
REPORTS TO: Office Manager	LEVEL OF SUPERVISION RECEIVED: Works under the direct supervision of the Office Manager and the general supervision of the Assistant Director of Public Works		LICENSE/CERTIFICATES: None

SUMMARY:

As a member of the Public Works Staff administrative team, performs a variety of clerical and general office work, which includes answering phones, data entry, typing, filing, and records keeping for the Public Works Department. Responds to and interacts with residents, vendors, employees, and/or others within and outside of the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Receives phone calls from internal and external customers related to Department operations, scheduling appointments, etc.	Daily 50%
2.	Enters data into spreadsheets and databases. Uses Microsoft Office to create, edit, and/or file various electronic files.	Daily 30%

3.	Accepts and records customer service requests into spreadsheets, databases, and/or customer request software.	Daily 20%
4.	Assists Department management team with a variety of administrative functions, such as entering information in GovQA / Cartegraph, filing, record keeping and copying.	Daily 30%
5.	Operates and properly maintains all equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily 100%
6.	Performs other duties, tasks, and responsibilities, as assigned.	Daily

JOB NO.	OTHER RELATED DUTIES
1.	Serves as a member on employee committees.
2.	Performs any or all of the following: payroll function; snow/ice reports; orders office supplies; CIP and Budget reports.
3.	Follows Village-wide and departmental safety rules and practices.
4.	Provides backup support for the Backflow Prevention Program and/or Administrative Assistant.
5.	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 **Office Support / Customer Service**
- 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

Required: Microsoft Office including Word and Excel. A Plus: GovQA/Cartegraph and/or customer request 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 and 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 a team/group. 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...
- A Plus
- Preferred
- Required

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.

Computers:

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

Ability to accurately produce documents using a keyboard in the range of 45 to 50wpm, preferred.

Ability to perform alpha/numeric data entry using a keyboard at: 6,000 kph, corrected is preferred.

Basic knowledge of Microsoft Excel and Word is required.

Office:

Ability to maintain and organize files, communicate effectively verbally and in writing, work independently and as part of the administrative support team, accurately proofread correspondence, correctly use grammar and punctuation, be detail oriented, understand and follow oral and written instructions, and read, write, and comprehend the English language.

Maintain a clean office area. Display excellent organizational skills.

Ability to learn new tasks and multi-task.

Ability to work under pressure or time limitations.

Ability to problem solve and quickly analyze data to respond to inquiries.

Establish effective working relationships with other employees, supervisors, and other departments.

Must have strong customer service and active listening skills for this position.

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> 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
 Corrected vision of...
 Uncorrected vision of...

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	_____	_____	_____	<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: 05/01/2023

Revision Date: 04/25/2023