



VILLAGE OF HOFFMAN ESTATES JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT

EFFECTIVE DATE: July 21, 2017

DEPARTMENT: Fire	WORK LOCATION: Village Hall	FLSA STATUS: Non-exempt
CLASS CODE: 2654	RANGE: 12	PENSION: IMRF
		UNION: NU
REPORTS TO: Fire Chief	LEVEL OF SUPERVISION RECEIVED: General Direction	LICENSE/CERTIFICATES: None

<p>SUMMARY:</p> <p>Performs a variety of activities ranging from routine to varied and complex clerical, secretarial and administrative work in conjunction with keeping official records, providing administrative support, and assisting in the administration of the standard operating policies and procedures of the department.</p> <p>Responds to and interacts with residents, employees, and/or others within and outside the organization in a courteous, professional and effective manner.</p>

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Prepares all PAN's for Department personnel and tracks step increases.	Monthly 10%
2.	Composes, types and edits a variety of correspondence, minutes, reports, agendas, letters, technical data, charts, numerical information and other material requiring judgment as to content, accuracy and completeness; composes complex letters at the direction of the Fire Chief and Deputy Chief.	Daily 30%

3.	Prepares and processes semi-monthly payroll. Maintains attendance records, absentee reports, time due database and records of personnel off duty on IOD, light duty, or sick leave.	Daily 10%
4.	Prepares monthly tollway billing invoices and maintains log.	Monthly 10%
5.	Distributes written memos and directives to appropriate staff.	Daily 5%
6.	Tabulates, records, and distributes petty cash.	Weekly 5%
7.	Maintains the department's official 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.	Daily 10%
8.	Answers inquiries from employees, the general public, and other agencies received in person, by telephone, or in writing and refers to appropriate persons; obtains information for the public and relays it to residents via phone; professionally handles service requests received from the public, answers questions regarding departmental procedures and ensures that requester's concerns are brought to the attention of the appropriate person.	Daily 20%
9.	Reviews reports and documents prepared by other office staff for accuracy and professional appearance.	Daily 5%
10.	Maintains inventory of department workout clothing, orders new inventory as required, maintains record of workout clothing distributed to department personnel.	Daily 5%
11.	Schedules appointments and determines whether a matter requires the Fire Chief's attention or can be referred to a staff member.	Daily 5%
12.	When assigned, prepares the Public Health & Safety packet and all Agenda Item Summary Sheets.	Weekly 10%
13.	Performs duties such as data entry, document filing and customer service within the respective departments - Human Resources Management, General Government, and Development Services, as needed.	Weekly 10%
14.	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
15.	Reviews fire incident reports and prepares database for submittal to the proper receiving agencies.	Daily 5%
16.	Review emergency medical records for billing accuracy, research corrective needs and communicate with the billing agency to assure proper processing	Daily 5%

JOB NO.	OTHER RELATED DUTIES
1.	Participates in various Village committees and groups as assigned.
2.	Serves as backup for related positions.
3.	Copies, faxes and distributes departmental information, as required.
4.	Receive, stamp and distribute incoming mail; processes outgoing mail including stuffing and labeling envelopes.
5.	Follows Village-wide and departmental safety rules and practices.
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...

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software
- Specialized applications:

Firehouse Software, Superion Finance Plus, Advanced Excel (a plus), Microsoft Office Suite (required),

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.

- Initiate, compose, prepare and type complex statements and reports.
- Type at sixty-five (60) words per minute, corrected – a plus
- Data entry 8,000 KPH required, both alpha and numeric
- Communicate effectively, verbally and in writing, with other employees and the public.
- Perform arithmetic computations accurately and quickly.
- Perform multiple tasks simultaneously.
- Deal with the public in a tactful and professional manner.
- Edit and proofread letters, emails and reports
- Work independently.
- Demonstrates problem solving skills
- Devise improved office procedures as necessary.
- Read, write, speak and comprehend the English language.
- Maintain filing systems.
- Understand and follow complex oral and written instruction.
- Learn repetitive tasks in a reasonable length of time.
- Prioritize work, information and time demands.

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: _____

Revision Date: _____