



# VILLAGE OF HOFFMAN ESTATES

## JOB DESCRIPTION

### ASSISTANT VILLAGE MANAGER

**EFFECTIVE DATE:** September 13, 2021

<b>DEPARTMENT:</b> General Government	<b>WORK LOCATION:</b> Village Hall	<b>FLSA STATUS:</b> Exempt
<b>CLASS CODE:</b>	<b>RANGE:</b> 32E	<b>PENSION:</b> IMRF
		<b>UNION:</b> Non-Union
<b>REPORTS TO:</b> Village Manager	<b>LEVEL OF SUPERVISION RECEIVED:</b> General Supervision	<b>LICENSE/CERTIFICATES:</b> Illinois Class D Drivers' License

**SUMMARY:**

Highly responsible staff liaison position supporting the Village Manager's office. Work includes researching, planning, organizing, coordinating and directing required action on policies. Recommends changes/updates to administrative policies and directs organization, management and budget studies involving coordination of staff in several departments. Serves as an extension of the Village Manager in the promotion and implementation of Village policies and programs. Oversees the Village's communication, information technology and geographic information systems functions. Serves as the Village's primary customer service contact for utilities and general customer service issues. Responds to and interacts with residents, 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.	Provides strategic direction and assistance related to communication, information technology and geographic information systems on a variety of matters including, but not limited to, program development, budget, interpretation of Village policies, and operational needs. Develops and reviews projects and administrative objectives, makes recommendations and ensures timely completion and/or compliance. Assigns special projects to Departments and support staff.	Daily 50%
2.	Serves as the primary customer service contact for trash and recycling collection, electric and gas utilities and other customer service issues.	Daily 20%

3.	Composes correspondence and prepares draft orders, directives and regulations. Makes administrative interpretations of the Village code, ordinances and policies. Participates in the interview process for selected upper level management or staff positions.	Weekly 10%
4.	Assists with the preparation of the Annual/Capital budget and prepares appropriate commission budgets.	Annually 10%
5.	Provides strategic direction for the Village's IT and GIS functions and manages associated interdepartmental employee user groups.	Monthly 15%
6.	Prepares and presents reports and/or recommendations to the Village Board, Village management, civic groups and the general public. Explains policies and programs and investigates, responds to and follows up on inquiries for information or service from citizens, businesses, organizations, media and other parties as necessary. Explains Village policies and ordinances to citizens.	Weekly 20%
7.	Handles or assists in handling various priority projects and coordinates day-to-day operations. Attends Village Board and Committee meetings. Attends other Board and Commission meetings as needed or assigned. Prepares items for the Village committee and Board consideration. Reviews and approves related correspondence, documents, and reports. Conducts assigned research; prepares reports and recommends solutions or courses of action. Manages and coordinates special projects as assigned by the Village Manager.	Daily 20%
8.	Serves as a key member of the Village's management team for labor relations and negotiations.	Annually 10%
9.	Oversees the Village Sustainability Plan and serves as staff liaison to Sustainability Commission, leads staff sustainability team, coordinates with budget planning, and promotes sustainability on behalf of the Village to residents and businesses.	Weekly 10%
10.	Manages and leads performance measurement program and works with all operating departments to prepare analysis tools and reports on a quarterly and annual basis	Annually 5%
11.	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%

<b>JOB NO.</b>	<b>OTHER RELATED DUTIES</b>
1.	Represents the Village Manager's office at committee, Board or civic meetings and public events as required or assigned.
2.	Serves as a member of various employee committees.
3.	Attends Standing Committees, Board meetings and special meetings.
4.	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)**

Provides general supervision to IT and GIS. Direct supervision of Communications Manager, Administrative Intern

**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...

**Public Administration or a related field.**

**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

**3-5 years**

**3-5 years**

**Computer Skills (Select as appropriate)**

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software

Specialized applications:

**Microsoft Office**

**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 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:**

- Working efficiently under pressure and/or with frequent interruptions.
- Using quantitative skill, performing qualitative analysis.
- Quickly switching from one task to another.
- Research, development, and composition of comprehensive reports.
- Operating a personal computer in a network environment.

**Working Knowledge Of:**

- Public administration principles, practices, and methods.
- Applicable Village policies, laws, and regulations.
- Management practices and procedures.
- Leadership and motivational principles.

**Ability To:**

- Manage several large projects simultaneously.
- Analyze complex issues.
- Identify and resolve problems in a timely manner.
- Make public presentations and prepare written reports and correspondence.
- High degree of flexibility, creativity and innovation, and the ability to interact effectively with people at all levels inside and outside of the organization.
- Communicate effectively verbally and in writing.
- Respond to and interact with residents, employees, and others within and outside the organization in a professional and effective manner.
- Establish successful working relationships with Directors and other employees throughout the organization.
- 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>  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...

<b><i>As required by the state of IL to operate a vehicle</i></b>
<b><i>Enter specific vision requirement here</i></b>

**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)*

**Environmental Conditions**

----- 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: \_\_\_\_\_