



Code: 0320
Family: Clerical and Office Administration
Service: Administrative
Group: Clerical, Accounting and General Office
Series: Administrative

CLASS TITLE: ASSISTANT TO THE COMMISSIONER

CHARACTERISTICS OF THE CLASS

Under general supervision, provides confidential secretarial and administrative support to a City department head in an executive level classification of Commissioner; and performs related duties as required

ESSENTIAL DUTIES

- Relieves the Commissioner of clerical and administrative type functions including overseeing the work of other administrative office support staff in the executive office
- Demonstrates organizational skills, implementing administrative work procedures to ensure office of the Commissioner runs smoothly and efficiently
- Screens visitors and telephone calls; takes messages and uses judgement in forwarding calls to appropriate personnel for response and resolution
- Maintains the Commissioner's calendar and schedules appointments; schedules meeting rooms and manages meeting arrangements and logistics
- Briefs and prepares Commissioner for meetings
- Relays requests for information and directives from the Commissioner to departmental staff and provides status reports
- Provides summaries of incoming mail, meeting requests and other items requiring the Commissioner's attention and response
- Takes dictations and transcribes; takes notes at meetings and prepares summaries
- Reviews correspondence and other materials requiring Commissioner's signature before presenting for signature
- Maintains confidentiality of all materials and files
- Communicates with departmental managers, city official and external customers to apprise the Commissioner on the status of various projects or of critical issues
- Demonstrates ability to use MS Word and Excel in typing a variety of correspondence and creating spreadsheets and databases to maintain and track information
- Prepares Power Point materials including charts and presentations
- Conducts research and prepares correspondence in response to inquiries or information requests for the Commissioner's signature
- Works on special projects and handles special assignments as directed by Commissioner
- Makes travel and hotel arrangements and prepares paperwork for travel reimbursements

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- A Bachelor's Degree from an accredited college or university, plus two years of work experience performing secretarial and/or administrative support functions ; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- Must be able to demonstrate skill in using MS Word, Excel and PowerPoint software
- Excellent organizational and communication skills required

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

PHYSICAL REQUIREMENTS

- Physical ability to operate a personal computer and related office equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- Secretarial, clerical and administrative work processes
- applicable computer software applications and personal computer operations
- report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
 - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

October, 2012