

Code: 0303
Administrative Service
Clerical, Accounting and General Office Group
General Administrative Series

CLASS TITLE: **Administrative Assistant III**

CHARACTERISTICS OF THE CLASS: Under general supervision, the class performs administrative and office management support functions for a city manager, or supervises clerical and administrative office operations; and performs related duties as required.

ESSENTIAL DUTIES: Researches, compiles and analyzes data to prepare programmatic and administrative reports; relays and interprets management directives to staff; participates in the conduct of studies and special projects and prepares reports on findings; studies office operational processes and recommends procedural changes to improve efficiencies; creates and maintains databases and spreadsheets using various software packages; edits and proofreads documents and reports; drafts correspondence for supervisor's signature; orders and maintains materials and supplies and resolves problems with vendors; responds to inquiries or complaints from the general public and explains departmental policies; researches costs and analyzes expenditures to assist in the preparation of the annual budget; maintains basic accounting and petty cash records for office related expenditures.

Assigns and reviews the work of staff engaged in performing a variety of clerical and customer service functions; coordinates office support services; establishes and implements work standards and clerical and administrative procedures and ensures standard are met; provides instruction and training to staff on work operations and evaluates their performance; prepares employee works schedules; assists staff in resolving complex or sensitive operational work problems; prepares various work reports regarding office expenditures, work operations and staff activities; interprets personnel policies and procedures to staff.

RELATED DUTIES: Attends meetings in the absence of the supervisor; may participate on task force committees to evaluate existing processes and recommend methods to improve systems.

MINIMUM QUALIFICATIONS:

Training and Experience. Three years of progressively responsible administrative or secretarial experience, or an equivalent combination of training and experience.

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CLASS TITLE: **Administrative Assistant III (Cont'd)**

Knowledge, Abilities and Skill. Good knowledge of office management and administrative procedures and practices. Good knowledge of desktop software packages. Good knowledge of report writing.

Ability to compile and organize data and prepare reports. Ability to develop and maintain effective working relationships with supervisors and staff. Ability to supervise the work of staff. Ability to operate a personal computer.

Good organization and administrative skills. Skill in using desktop software programs. Good analytical skills. Good oral and written communication skills. Good interpersonal skills.

Working Conditions. General office environment.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

March, 2007
City of Chicago
Department of Human Resources