



308 W State Street  
Sycamore, Illinois 60178  
Main Phone: 815-895-4515

## POSITION DESCRIPTION

TITLE: Administrative Assistant  
DEPARTMENT: Public Works  
SUPERVISED BY: Director of Public Works  
FLSA STATUS: Non-exempt; represented by AFSCME Local 3957

### POSITION SUMMARY:

The position of Administrative Assistant is under the direct supervision of the Director of Public Works and performs skilled administrative support functions in addition to clerical tasks. The Administrative Assistant also provides administrative support to the Public Works Department administrative and operational personnel and performs other research and/or clerical duties as assigned. Extensive contact with other City employees and the general public is required. This position aids supervisory personnel in identifying issues and solutions in relation to assigned duties. This position demands sound organizational and problem-solving skills, attention to detail, a high degree of accuracy, and will regularly deal with sensitive personnel information. Starting salary is \$47,103.26 +/- based on experience, with excellent benefits.

### EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

#### 1. Clerical Duties:

- Performs technical, secretarial, and office support duties as necessary for the efficient accomplishment of administrative tasks.
- Performs confidential duties including the processing and maintenance of personnel records, processing of paperwork necessary in disciplinary proceedings, selection processes, transfers, and other personnel issues.
- Receives and handles telephone calls and walk-in public.
- Establishes and maintains a filing system, assuring documents are readily available for reference.
- Types various office correspondence, memoranda, and other documents for administration using word processing equipment.
- Routes and delivers internal mail.
- Gathers information for report processing and inquiries.
- Performs other tasks as required.

#### 2. Administration:

- Collects, completes, and distributes biweekly department time sheets.
- Maintains training records for Public Works employees.
- Schedules appointments and makes travel and meeting arrangements.
- Orders, records, and maintains office and copier supplies and equipment.
- Responds to FOIA requests and researches requested documents for the Public Works Department.
- Creates and maintains forms used by Public Works personnel.
- Assists with coding invoices and maintaining contact with the Finance Department / Business Office

### 3. Public Relations:

- Answers phones, including directing calls and/or taking messages.
- Assists the general public regarding a variety of inquiries.
- Acts in a public relations capacity and must be acquainted with departmental procedures and duties.

### 4. Computers:

- Utilizes and develops complex data-processing resources necessary for efficient department operations and management information.
- Updates, monitors, and serves as the administrator for the Public Works portions of the City's website.
- Enters and maintains information using the Work Order systems operated by the Department.
- Maintains departmental assets and vehicle information.
- Updates the Department's asset management system.

### 5. Special Projects:

- Responsible for the research of special projects assigned by the Director of Public Works.
- Monitors for compliance with established evaluation procedures, project deadlines, administrative directives, and special orders for the Department.

### ESSENTIAL KNOWLEDGE AND ABILITIES REQUIRED:

- Knowledge of office principles, including telephone etiquette and customer service.
- Extensive knowledge of the operating procedures of the Department and its personnel.
- Strong verbal and written communication skills, including office terminology, office procedures, spelling and grammar.
- Knowledge of general office equipment and personal computers, including Microsoft Office (Word, Excel).
- Ability to understand and follow complex oral and written instructions.
- Ability to establish effective working relationships with employees and public.
- Ability to maintain professional composure when confronted by stressful situations
- Ability to maintain confidentiality, discretion, and diplomacy when handling departmental needs.
- A high level of problem-solving ability, self-initiative, and a willingness to work a majority of the time without direct supervision.
- The ability to analyze situations and make decisions that are consistently in line with the Department's mission, goals, and objectives.
- Ability to work a 40-hour work week with occasional overtime.

### EDUCATION, EXPERIENCE AND TRAINING:

#### **Education**

- High School diploma or equivalent is required.
- Supplemental course work or training in clerical skills is desired.

#### **Experience**

- Two years of data entry, administrative/clerical, or related work is required.

### PHYSICAL DEMANDS/WORK ENVIRONMENT CONDITIONS:

The physical demands and work environment conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, employees are regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate computers and other office equipment; and to reach with hands or arms. Employees are required to walk, kneel, stoop, climb and stand and lift up to 20 pounds of force occasionally, and the use of arm/or leg controls that require exertion of forces greater than that for sedentary

work. Specific vision abilities required by this job include close vision, use of both eyes, ability to adjust focus and to distinguish basic colors and/or shades.

Employees are regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; interact with the general public, vendors, public agencies, employees and others who may be encountered during the course of work

Employees work under typical office conditions, and the noise level is usually quiet. Employee may interact with upset staff and/or the public and private representatives in interpreting and enforcing laws and codes.

**NON-DISCRIMINATION:**

All positions in the City of Sycamore will be filled according to the Equal Rights Act with no discrimination shown on the basis of race, religion, color, sex, age, national origin, or disability.