



# Memorandum

*Human Resources Division*

TO: Civil Service Commission  
FROM: Todd Rent, Chief Examiner  
RE: **Request to Reclassify an Administrative Assistant II to Administrative Assistant III (Fire Department)**  
DATE: June 20, 2016

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## **Action Requested**

We are requesting that the Commission confirm approve the reclassification of the current Administrative Assistant II in the Fire Department Office to an Administrative Assistant III.

## **Authority**

Urbana Civil Service Rules and Regulations – Rule 2.10 (*Reclassification Criteria*): “The rationale to reclassify a position to a different pay grade may include any modifications to the Essential Functions, Qualifications, and/or Responsibilities assigned to a position that no longer maintains standards of the current job classification.”

## **Background Information**

On June 10, 2015, this Commission approved the establishment of the Administrative Assistant III classification. The classification was established to recognize administrative positions which require the highest level of complexity, responsibilities, tasks and knowledge. Specifically, the position will be responsible for the coordination of one or more programmatic specialty area in support of the Mayor, a Department Head or an Executive Manager.

The position under review reports directly to the Fire Chief. This position provides complex, executive-level administrative support to the Chief Staff, and coordinates and controls the clerical and administrative duties for the department, including but not limited to in-depth research; data analysis and compilation; formulating and composing internal and external department reports and correspondence; scheduling meetings, appointments, and inspections; arranging travel; department billing for Fire Prevention Permits; accounts payable; and budget oversight. The position is also responsible for supervising the department payroll administration, records management, and filing systems, and assisting with and serving as a department representative at community outreach and recruitment events. Due to the nature of the above work, the incumbent often performs these duties independently, requiring the incumbent to exercise independent judgment and maintain extensive knowledge of policies, procedures regarding program activities of the department and the City.

## **Attachments**

- Administrative Assistant III (Fire Department)



# Job Reclassification/Revision Request Form

(To be completed by Department or Division Head, Supervisor or Designee)

This request form should be submitted to Human Resources no later than 72 hours prior to the next Civil Service Commission meeting date. The meeting schedule can be found at: <http://urbanaininois.us/boards/civil-service-commission>.

## Section 1—Proposed Reclassification/Revision Information

This is a request for:  Job Description Revision  Reclassification  Both

Department \_\_\_\_\_ Division \_\_\_\_\_

Current Title \_\_\_\_\_ Current Grade \_\_\_\_\_

Requested Title \_\_\_\_\_ Requested Grade \_\_\_\_\_

## Section 2—Reason for Job Description Revision Request

Select the areas that are being revised:  Job Summary  Essential Duties and Responsibilities

Immediate Supervisor  Education/Experience  Knowledge, Skills and Abilities  Physical Demands

Supervisory Responsibilities  Work Environment  Licenses, Certificates, and Memberships

## Section 3—Reason for Reclassification Request

Reorganization  Reallocation of duties from unfilled vacancy(ies)

Higher level duties proposed by department/division head  Other: \_\_\_\_\_

Per Civil Service Rule 2.10, factors that determine the need for reclassification may include the following reasons. Please select all of the changes that have occurred to the classification which would warrant a reclassification:

Complexity of Work  Access to Confidential Information

Independence of Action  Organizational Accountability

Fiscal Responsibility  Supervision Exercised

Other: \_\_\_\_\_

## Section 4—Attachments

In addition to this completed form, the following information must accompany each reclassification request:

- ✓ Cover memo summarizing significant job description changes and why the reclassification is warranted (base this on the increased duties and the scope of responsibilities)
- ✓ Revised position description using “Tracked Changes” to show revisions.
- ✓ Department organizational chart (list position titles and employee names)

## Approvals

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Only:

Received on date: \_\_\_\_\_ By: \_\_\_\_\_



# Administrative Assistant III—UFD

## JOB DESCRIPTION

<b>Department:</b> Urbana Fire Department	<b>Division:</b> Administration
<b>Work Location:</b> Urbana City Building	<b>Percent Time:</b> Regular, 100%
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Fire Chief and Division Chiefs	<b>Union:</b> Non-Union

### JOB SUMMARY

This position reports directly to the Fire Chief. This position provides complex, executive-level administrative support to the Chief Staff, and coordinates and controls the clerical and administrative duties for the department, including but not limited to in-depth research; data analysis and compilation; formulating and composing internal and external department reports and correspondence; scheduling meetings, appointments, and inspections; arranging travel; department billing for Fire Prevention Permits; accounts payable; and budget oversight. The position is also responsible for supervising the department payroll administration, records management, and filing systems, and assisting with and serving as a department representative at community outreach and recruitment events. Due to the nature of the above work, the incumbent often performs these duties independently, requiring the incumbent to exercise independent judgment and maintain extensive knowledge of policies, procedures regarding program activities of the department and the City.

#### Defining Class Characteristics:

Performs and coordinates complex technical and administrative duties in a specific programmatic or administrative specialty area in support of the Mayor, a department head or an Executive manager. Work assignments require interpretation and application of policies, procedures, and regulations and involve frequent direct contact with the public, as well as performing various research support functions. Employees in this class often have contact with the public and answer a variety of questions requiring knowledge of City and departmental policies, procedures, and forms, and have the ability to choose among alternatives in solving problems. As this level, employees are expected to have substantial administrative and technical work experience.

This is a single-position classification per City Department or Executive Division. It is distinguished from other administrative support classes in that the position provides advanced-level support to the Mayor, a department head or an Executive manager. Responsibilities require the exercise of independent judgment, technical knowledge of the specific area of assignment and of overall City and community activities.

### ESSENTIAL FUNCTIONS

#### ADMINISTRATIVE FUNCTIONS

- Prepares internal and external written correspondence, such as invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and presentation software.
- Schedules meetings and appointments for Fire Chief and Division Chiefs.
- Makes copies of any needed or required correspondence as requested by the management staff.

- Coordinates travel arrangements for department personnel including room reservations and transportation. Oversees and completes travel authorizations, advances, and reconciliation pursuant to City travel policy.
- Maintains department records; creates and maintains filing systems; updates files such as payroll file, correspondence file, billing file, Fire Prevention Permits file, personnel files, commercial/multifamily occupancy file, competitive purchase form file, internal vendor account file, etc.
- Prepares and organizes files for scanning and archiving with the State of Illinois.
- Creates and maintains records of all interdepartmental forms, including employee's personal and emergency information, pagers, cell phones, emergency call back list, addresses, and keys, etc.
- Maintains and orders office supplies and fire prevention program supplies.
- Prepares, mails, and maintains accurate records of Fire Prevention Permits and Fire Code Violation notices.
- Enters instructions into the Firehouse software system for various system procedures, such as printing reports and basic system maintenance.
- Assists in maintaining and updating building occupancy information in Firehouse software system.
- Assists Fire personnel with proper input of information into Firehouse.
- Completes and maintain copies of all surveys sent to department by other agencies.
- Assists the Fire Chief and other Fire Officers with activities and needed functions during and after fires and other emergencies.
- Prepares and mails out letters, updates mailing lists and safety plan for Hazmat Facilities (NFPA 704 Program).
- Maintains the EOC phone and pager list for all departments within the City of Urbana.
- Assists in processing paperwork and permits for pyrotechnic displays.
- Initiates Knox Box orders and maintains tracking forms for new installations.
- Prepares, organizes, and distributes Fire Prevention Week invitations to schools, daycares, boy scouts; schedules appointments for and participates in activities at Lincoln Square.
- Assists Prevention Division in annual reviews; updates and orders Home Fire Life Safety Hang Tags. Distributes HFLS packets to citizens requesting additional information.
- Schedules public speaking engagements for Fire Prevention and Education presentations as well as arranging and scheduling fire station tours.
- Oversees the distribution of daily inspection violation reports to businesses.
- Processes requests from other governmental agencies.
- Prepares ordinances at the direction of the Fire Chief.
- Prepares departmental procedures. Supervises light duty personnel.

#### **ACCOUNTING**

- Maintains the Fire Department subsidiary expenditure ledgers and reconciles to the general ledger. Reviews departmental purchases and checks for compliance with purchasing policies.
- Oversees preparation of the Fire Department operating budget; provides technical budget assistance to Fire Chief.
- Processes purchase orders for payment and monitors line item balances. Prepares budget amendments and financial analyses as directed by the Fire Chief.

City of Urbana

- Documents, researches, and prepares competitive purchase requests. requests for single and on-going purchases for the department's equipment and supplies.
- Prepares and mails bills to businesses owing money to the Fire Department for Fire Prevention Permits, Fire Code Violations; maintains file system for outstanding bills and mails follow up notices; works with City's Legal office to collect delinquent accounts.
- Prepares and submits reimbursement requests for fire training grants. Documents and tracks payments received from OSFM and MABAS. Maintains receivables reports.
- Serves as payroll administrator for the Department; receives, reviews, and processes daily timesheets; logs and reports use of leave time and compensatory time from the daily rosters. Enters payroll daily into AS400 verifying accuracy with Daily Pay Edit in AS400. Prepares payroll change sheets. Inputs educational incentives, specialty pay, shift changes and retirements into the AS400. Reviews final reports for accuracy and IAFF contract compliance.
- Collects monies for copies of fire reports.
- Reconciles the department petty cash fund.
- Participates as a member of the management team at labor negotiations by providing statistical analysis and research of labor/management proposals.

**DEPARTMENTAL PERSONNEL FUNCTIONS**

- Updates the New Candidate manual for new employees.
- Logs and processes requests for Employee Educational Incentive Program and Emergency Medical Technician Bonus, and Specialty Pay Bonus.
- Initiates Personnel Action Request Forms (PARFS) for new employees, retirees, and all pay increments per Local 1147 contract.
- Updates and maintains departmental information on firefighter requirements, benefits, pension, and Prevention/Education activities.
- Updates the fire department roster on the Office of the State Fire Marshal web site.
- Updates new and existing employee information in Firehouse software system.
- Prepares documentation of packets for Firefighter III class exams
- Maintains employee training files.

**COMMUNICATION**

- Receives and distributes incoming mail to departmental personnel; prepares, organizes and distributes outgoing mail.
- Receives and refers telephone and visitor inquiries; responds to requests for information by phone or by mail or refers as appropriate.
- Communicates with people external to the City and serves as a representative of the department to the public, government agencies, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

- Attends and presents at public speaking engagements for Fire Prevention and Education presentations and recruitment events.
- Oversees all Freedom of Information Act requests pertinent to the department; responds to all such requests.
- Represents City interests and serves as department liaison to the Communications & Outreach Group.
- Represents City interests and serves as the Fire Department web page administrator.
- Represents City interests and serves as the Fire Department social media page and webpage administrator.
- Maintains effective relations with other governmental officials, community leaders, citizens, news media representatives, etc.
- Issues media releases at the direction of the Fire Chief or Fire Marshal.

**OTHER**

- Performs other related duties as assigned.

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**JOB REQUIREMENTS**

**REQUIRED KNOWLEDGE OF:**

- Advanced knowledge of the English language including spelling of words, composition, and grammar.
- Advanced knowledge of accounting principles and practices and the analysis and reporting of financial data.
- Advanced knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- The Illinois Freedom of Information Act or the ability to learn.
- Basic knowledge of municipal government administration, public services, and public finance or the ability to learn such.

**REQUIRED SKILLS**

- Computer Skills – Demonstrated proficiency of current computer software applications including but not limited to Microsoft Office products, e-mail, and Internet to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Financial Skills – Ability to perform arithmetic, algebraic, and statistical applications to perform payroll and other transactions. Ability to employ accounting principles and practices in the analysis and reporting of payroll data.
- Interpersonal Relationships/Customer Service – Implements of principles and processes for providing outstanding customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Develops and maintains cooperative and professional relationships with employees, City management, representatives from other departments and organizations, and the public.
- Time Management - Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

**ABILITY TO:**

- Take responsibility and use good judgment in recognizing scope of authority.

- Exercise sound, independent judgment in solving problems and in analyzing the needs of the Fire Chief and Division Chiefs.
- Independently interpret and apply departmental policies and procedures.
- Prioritize workload.
- Work with frequent interruptions.
- Develop and maintain complex filing systems.
- Deal effectively with people in difficult situations.
- Type at a rate of sixty (60) words per minute on a standard electric typewriter or personal computer keyboard.
- Read and interpret maps to determine permanent parcel numbers, property ownership, and City limits.
- Operate standard office machines and equipment used in work assignments such as typewriters, computer terminals, printers, recording equipment, calculating machines, copying equipment, telephone equipment, radio equipment, etc.
- Learn City and department-specific software.
- Transcribe accurately and efficiently from a Dictaphone or comparable voice recording device.
- Complete work tasks with a high degree of accuracy.
- Be honest, ethical, and demonstrate integrity.
- Manage workload with little or no supervision.
- Demonstrate initiative by exhibiting a willingness to take on responsibilities and challenges.
- Demonstrate adaptability and flexibility by being open to change (positive or negative) and to considerable variety in the workplace.
- Accept criticism and deal calmly and effectively with highly stressful situations.
- Be reliable, responsible, dependable, and fulfill obligations.
- Work with confidential information.
- Judgement/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication – Excellent ability to listen and understand directions, information, and ideas presented through spoken word or writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.

**EDUCATION AND EXPERIENCE**

- Knowledge and abilities typically acquired through graduation from high school or GED; associate's degree in Office Professional Studies or related field is preferred.
- Three to five years of increasingly responsible administrative and secretarial experience, preferably with the past three years working in a highly responsible position.

**DESIRED QUALIFICATIONS**

- Related post-secondary coursework in office practices and procedures, business, or a related field.
- Prior payroll and/or A/P experience.
- Demonstrated proficiency with word processing, spreadsheets and database software.
- Progressively responsible administrative experience including such areas as budget preparation, data gathering, and analysis.

- Experience processing requests and providing information under the Illinois Freedom of Information Act.

**LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED**

- Valid Illinois driver's license and a safe driving record.

**WORK ENVIRONMENT**

- Standard office setting.

*The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**SENSORY REQUIREMENTS**

- Normal visual acuity, and field of vision, hearing, and speaking.

*The physical demands described herein 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.*

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Class Specification History**

General revision (non-substantial changes): 6/24/15

Approved by the Urbana Civil Service Commission: 5/30/12

*For HR/Finance Use*

<b>Title Code</b> 024	<b>Pay Grade</b>
<b>EEO Category</b> 6- Administrative Support	