



DEPARTMENT OF COMMUNITY DEVELOPMENT SERVICES

Administrative Division

m e m o r a n d u m

TO: Urbana Civil Service Commission

FROM: Elizabeth H. Tyler, Ph.D., FAICP, Community Development Services Director

Cc: Todd Rent
Elizabeth Borman

DATE: July 30, 2015

SUBJECT: Job Reclassification of Administrative Assistant I to Administrative Assistant II in Planning Division

Introduction

The Community Development Services Department is requesting a reclassification of the current Administrative Assistant I position to Administrative Assistant II position in the Planning Division. This reclassification will better serve the Planning Division and the City of Urbana by reflecting the current needs of the division and current duties of administrative staff.

Background

Attached to this memorandum is the proposed job description for the Administrative Assistant II position in the Planning Division within the Community Development Services Department. Currently the Division includes an Administrative Assistant I position, whose duties over the years have increased in complexity and autonomy without a corresponding reclassification. This request recognizes those changes in duties.

Discussion

Currently, the job description for administrative staff in the Planning Division includes the Administrative Assistant I position. Since the job description for the Assistant I position was written, expectations and duties for the position have increased. The position has more direct contact with the general public and now serves as a liaison with the many board and commissions staffed by the Division, including preparation of meeting packets and serving as the meeting clerk. Public meeting requirements have also been increased through the state's Open Meetings Act, and this position is responsible for complying with those requirements when setting the public meetings and distributing meeting materials. The position also requires more responsibility through the intake of significant

application fees and higher level technical skills for database preparation and management, website and equipment maintenance, the review of temporary sign permits, and answering inquiries Zoning Ordinance requirements.

The proposed reclassification of the Administrative Assistant I position to an Administrative Assistant II position recognizes the increased level of complexity of tasks now expected of and provided by the position.

Fiscal Impact

The Administrative Assistant II position would continue to be paid from the Community Development Budget. The total annual increase in salary would be \$3,729.44. The fiscal impact upon the City would be minimal. Accommodation within the Community Development budget has already been made for FY16.

Recommendation

Staff recommends that the Civil Service Commission approve the revised job description and approve the reclassification.

Prepared by:

Lorrie Pearson, AICP
Planning Manager

Attached:

- Job Reclassification/Revision Request Form
- Proposed revised Administrative Assistant II job description with strike-outs
- Proposed revised Administrative Assistant II job description without strike-outs



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://urbanillinois.us/boards/civil-service-commission>.

Section 1—Proposed Reclassification/Revision Information

This is a request for: Job Description Revision Reclassification Both

Department Community Development Division Planning

Current Title Administrative Assistant I Current Grade 26

Requested Title Administrative Assistant II Requested Grade 30

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

[Signature] 7/30/15
Supervisor Date

[Signature] 7/30/15
Department Head Date

Human Resources Only:

Received on date: _____ By: _____



ADMINISTRATIVE ASSISTANT II (PLANNING DIVISION)

JOB DESCRIPTION

Department: Community Development Services	Division: Planning
Work Location: Urbana City Building	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Planning Manager	Union: Non-Union

JOB SUMMARY

Performs a range of complex administrative support activities to contribute to an efficient office operation in Planning Division. Acts as the first point of contact for most inquires on permit and application procedures as well as the primary staff contact for multiple boards and commissions. Responsibilities include: responding to telephone contacts and assists visitors to the office; compiling data and preparing various reports; developing and maintaining databases, filing, and recordkeeping systems; scheduling meetings and appointments; serving as recording secretary for multiple boards and commissions; and reviewing and issuing temporary sign permits and other non-complex zoning permits. This position performs work that requires organizational skills, customer service skills (in support of employees and the public), technical knowledge and abilities, writing skills, and reporting abilities.

The incumbent works regularly with diverse groups of people and organizations, including the City Council, commission and board members, the public and other City employees; and occasionally deals with controversial issues affecting the public or other departments. This position is expected to respond to the public and other inquiries relative to the City's policies and procedures.

DEFINING CLASS CHARACTERISTICS:

Positions in the Administrative Assistant II classification perform a variety of confidential, difficult and highly complex duties with a relatively high level of independence. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research support functions. This class is distinguished from other administrative classifications by its confidential duties, the level of responsibility assumed, and the complexity of duties assigned. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility and are required to maintain a high level of confidentiality.

ESSENTIAL FUNCTIONS

Processing Land Use Applications

1. Provides information to the public regarding permits and applications for various zoning, planning, and subdivision action requests;
2. Receives and reviews various land use and zoning permit applications; creates files and tracking.

3. Collects fees requiring substantial responsibility for accurate and secure handling of cash and financial information (e.g., checks); circulates applications for appropriate review and authorization.
4. Prepares and mails out public notices, prepares legal notices for publication, prepares and mails notices and other required documents under direction of Planning Manager and/or staff.
5. Maintains project and other land use files via documentation, scanning, and archiving.

Commission & Board Support

6. Works with the Planning Manager and staff to support the activities of various committees and boards administered by the Planning Division.
7. Provides training on Open Meetings Act requirements and procedures and arranges educational opportunities for commission and board members through professional associations such as the Illinois Chapter of the American Planning Association.
8. Assists in preparation of documents for meetings of the Planning Commission and other committees and boards administered by the Planning Division and compiles agenda packets.
9. Prepares annual reports.
10. Attends commission and board meetings as assigned to serve as recording secretary.
11. Maintains and updates Planning Division section of the City website, including all forms and Board and Commission-related information.
12. Notifies individuals and media by mail of impending board and commission meetings in compliance with the Open Meetings Act. Prepares posting materials for display on subject properties.

Administrative Responsibilities

13. Performs routine but specialized administrative duties related to division operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for annexations, zoning cases, etc.
14. Independently, prepares letters, memos and other written communications for Department Director, Planning Manager and other division staff.
15. Creates and maintains department filing and record systems, database, reports, and large mailings.
16. Schedules appointments, make reservations, and arrange for conferences and meetings.
17. Processes and researches public records requests.
18. Maintains and orders office supplies and equipment, monitor and arrange for equipment repair.
19. Assists the Planning Manager and staff with monitoring Division expenses.
20. Assists the Planning Manager and staff to monitor grant-related activities, prepare grant related reports as required.
21. Utilizes desktop publishing software to generate brochures, fliers, forms, and other related material for various division needs and community events.
22. Responds to citizen requests for publications
23. Researches records to answer questions, provides information and referrals concerning services and projects, and takes appropriate action to resolve problems. Refers non-routine matters to appropriate staff.
24. Develops and maintains Access and Excel files for Planning-related functions.
25. Develops and maintains map and database of existing annexation agreements for the City of Urbana

26. Acts as primary staff contact for numerous boards and commissions,
27. Serves as a notary and notarizes petitions, property documents, and other documents as necessary.
28. Submits purchase requests and purchase orders
29. Responsible for maintenance and oversight of equipment including plotters, scanners, copiers, field equipment, micro-fiche; and special equipment for the hearing impaired. Performs simple maintenance on the department copiers; calls for repairs as needed, records monthly meter reading on the copiers
30. Provides backup support to other administrative support staff as needed.
31. Performs other related duties as they occur within the scope and function of the Community Development Services Department.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Knowledge and abilities typically acquired through graduation from high school, supplemented by additional course work in office practices and procedures, and two (2) years of work experience in a standard office setting.
- Municipal experience in planning or building departments highly desirable.

Knowledge of

- Business English, punctuation, spelling, grammar, and basic math skills.
- Office practices and procedures and operation of standard office equipment, including a personal computer, typewriter, fax machine, multi-line phone system, voice mail, and copier.

Skills

- Advanced level proficiency of Microsoft Office software, especially Word, Excel, Access, and Publisher.

Ability to

- Perform highly skilled administrative and secretarial work.
- Establish and maintain complex and confidential records, files and documents.
- Work independently, exercise good judgment in making decisions and in performing assigned duties.
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions.
- Interpret, explain and enforce departmental and City policies and procedures.
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public.
- Deal with people in difficult situations.
- Prioritize workload.
- Develop and maintain filing system.
- Type at a rate of sixty (60) words per minute on a personal computer keyboard.

- Transcribe accurately and efficiently from a dictaphone or comparable voice recording device.

Desirable Additional Qualifications:

Knowledge of municipal government functional areas and specific word processing software utilized within the various department in the City. Knowledge and experience in public records laws, applicable state and City regulations. Basic graphic design skills and/or skill using the Adobe Creative Suite.

JOB-SPECIFIC COMPETENCIES

- **Communication**
Writes and speaks effectively; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.
 - **Problem Solving**
Anticipates problems; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.
 - **Attention to Detail**
Follows detailed procedures and ensures accuracy in documentation and data; concentrates on routine work details; organizes and maintains a system of records.
 - **Flexibility**
Remains open-minded and changes opinions on the basis of new information; performs a wide variety of tasks and changes focus quickly as demands change; manages transitions from task to task effectively; adapts to varying needs and conditions.
 - **Organization**
Able to manage multiple projects; able to determine project urgency in a practical way; uses goals to guide actions; creates detailed action plans; organizes and schedules people and tasks effectively.
 - **Responsiveness to requests for service**
Responds to requests for service in a timely and thorough manner; does what is necessary to ensure customer satisfaction; prioritizes customer needs; follows up to evaluate customer satisfaction.
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EXPECTATIONS

The City of Urbana is committed to excellence for and expects the employees to model the following values:

- **Respect** - We champion diversity and welcome individual perspectives, backgrounds and opinions. All individuals are to be treated with respect and dignity.
- **Integrity** - We are stewards of the public's trust and are committed to service that is transparent and consistent with City regulations and policies. We are honorable, follow through on our commitments, and value open communication. We are accountable to ourselves, to the City and to the public.
- **Customer Service** - We are dedicated to exceeding the expectations of our community and our peers by demonstrating professional service with a solution-oriented approach.
- **Collaboration** - We are committed to organizational success and celebrate our shared dedication to public service. We believe in the power of collaboration and the sum of our individual contributions leads to results greater than what we could have accomplished alone.

CONTACTS

- Daily contact with other City and Departmental Personnel by phone, e-mail, and by visits to the office.
- Daily contact with residents, public officials, developers, development professionals and other agency representatives by phone, e-mail, and by visits to the office.
- Regular contact with government officials, developers, and citizen committees to schedule meetings, events, and contacts with division staff.

SUPPLEMENTAL INFORMATION

Work Environment

- Essential duties of this classification are primarily performed in a dynamic office environment that may include frequent interruptions and/or a high level of public contact.
- Occasional field work for posting of notices and verification of geographic information

Special effort required

- Works with confidential files.
- Responsible for intake of significant application fees.
- Serves as a notary.
- Works late evening hours to attend meetings to serve as recording secretary and clerk to the meeting.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction. *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.*

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 update: 05/1997

For HR/Finance Use

Title Code 024	Pay Grade 30
EEO Category 6- Administrative Support	



ADMINISTRATIVE ASSISTANT II

(PLANNING DIVISION)

JOB DESCRIPTION

Department: Community Development Services	Division: Planning
Work Location: Urbana City Building	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Planning Manager	Union: Non-Union

JOB SUMMARY

Performs a range of complex administrative support activities to contribute to an efficient office operation in Planning Division. Acts as the first point of contact for most inquires on permit and application procedures as well as the primary staff contact for multiple boards and commissions. Performs administrative secretarial duties for the Administration and Planning Division; Responsibilities include: responding to telephone contacts and assists visitors to the office; compiling data and preparing various reports; developing and maintaining databases, filing, and recordkeeping systems; scheduling meetings and appointments; serving as recording secretary for multiple boards and commissions; and reviewing and issuing temporary sign permits and other non-complex zoning permits. This position performs work that requires organizational skills, customer service skills (in support of employees and the public), technical knowledge and abilities, writing skills, and reporting abilities.

The incumbent works regularly with diverse groups of people and organizations, including the City Council, commission and board members, the public and other City employees; and occasionally deals with controversial issues affecting the public or other departments. This position is expected to respond to the public and other inquiries relative to the City's policies and procedures.

answers non complex inquiries regarding land use and zoning regulations and characteristics of specific real property within the Urbana planning area; receives and reviews applications and fees for various zoning, planning, and subdivision requests; acts as purchasing clerk for department/division; serves as recording secretary takes and records minutes of meetings for multiple boards and commissions; assists board members and commissioners with orientation and training materials related to the Open Meetings Act and other educational programs; schedules appointments and helps to maintain calendars and maintains calendar for the Director of Community Development Services for the Planning Division/division; responsible for the coordination of maintenance and proper usage of planning equipment, including plotters, scanners, copiers, and field measurement tools; maintains supply and equipment inventories; and reconciles financial records; develops and maintains databases and complete filing and record systems for planning, zoning, subdivision, and development actions of the City; develops and maintains agreement obligations data base for use by multiple departments; prepares and updates annexation agreement map and data base; maintains; prepares, assembles, and distributes packet materials for multiple boards and commissions; prepares and updates application materials for zoning, planning, subdivision and annexation requests; prepares and updates annual application schedule forms;

~~prepares annual reports for the activities of the Plan Commission and Zoning Board of Reviews; and reviews and issues temporary sign permits and other non-complex zoning permits.~~

DEFINING CLASS CHARACTERISTICS:

Positions in the Administrative Assistant II classification perform a variety of confidential, difficult and highly complex duties with a relatively high level of independence. Incumbents in this classification act in a confidential capacity and report directly to a department head or executive manager. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research support functions. This class is distinguished from other administrative classifications by its confidential duties, the level of responsibility assumed, and the complexity of duties assigned. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility and are required to maintain a high level of confidentiality.

ESSENTIAL FUNCTIONS

Processing Land Use Applications

1. Provides information to the public regarding permits and applications for various zoning, planning, and subdivision action requests;
2. Receives and reviews various land use and zoning permit applications; creates files and tracking.
3. Collects fees requiring substantial responsibility for accurate and secure handling of cash and financial information (e.g., checks); circulates applications for appropriate review and authorization.
4. Prepares and mails out public notices, prepares legal notices for publication, prepares and mails notices and other required documents under direction of Planning Manager and/or staff.
5. Maintains project and other land use files via documentation, scanning, and archiving.

Commission & Board Support

6. Works with the Planning Manager and staff to support the activities of various committees and boards administered by the Planning Department Division.
7. Provides training on Open Meetings Act requirements and procedures and arranges educational opportunities for commission and board members through professional associations such as the Illinois Chapter of the American Planning Association.
8. Assists in preparation of documents for meetings of the Planning Commission and other committees and boards administered by the Planning Division meetings and compiles agenda packets.
9. Prepares annual reports.
10. Attends commission and board meetings as assigned to serve as recording secretary.
11. Maintains and updates Planning Division section of the City website, including all forms and Board and Commission-related information.
12. Notifies individuals and media by mail of impending board and commission meetings in compliance with the Open Meetings Act. Prepares posting materials for display on subject properties.

Administrative Responsibilities

- ~~1-13.~~ Performs routine but specialized administrative duties related to division operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for annexations, zoning cases, etc.
- ~~2-14.~~ Independently, prepares letters, memos and other written communications for Department Director, Planning Manager and other division staff.
15. Creates and maintains department filing and record systems, database, reports, and large mailings.
16. Schedules appointments, make reservations, and arrange for conferences and meetings.
17. Processes and researches public records requests.
18. Maintains and orders office supplies and equipment, monitor and arrange for equipment repair.
19. Assists the Planning Manager and staff with monitoring Division expenses.
20. Assists the Planning Manager and staff to monitor grant-related activities, prepare grant related reports as required.
21. Utilizes desktop publishing software to generate brochures, fliers, forms, and other related material for various division needs and community events.
- ~~3. Responds to citizen requests for publications; provides and explains application and procedures; screens completed applications, collects fees, and forwards fees to Finance Department; circulates applications for appropriate review and authorization.~~
22. Responds to citizen requests for publications
- ~~23. Receives and refers telephone and visitor requests for information and complaints.~~
24. Researches records to answer questions, provides information and referrals concerning services and projects, and takes appropriate action to resolve problems. Refers non-routine matters to appropriate staff.
- ~~4. Responds to non-complex inquiries regarding planning, zoning, and subdivision regulations and geographic information for real property within the City's planning area.~~
- ~~5-25.~~ Receives and transfers telephone messages to voice mail for the Administration and Planning Division of the Community Development Services Department.
- ~~6-26.~~ Receives, sorts, and distributes all in-coming mail for the Community Development Department.
- ~~27. Schedules meetings and updates calendars for the Director of Community Development Services; and other division staff; schedules meetings and maintains conference room calendar.~~
~~Creates and maintains files for the Administration and Planning Division and City of Urbana, including such as general project files, plan case files, zoning case files, historic preservation case files, annexation case files, development agreement files and; developmental and annexation agreements, correspondence files, payroll file, and purchase order file.~~
28. Develops and maintains Access and Excel files for databases of historic and current plan cases, annexation cases, subdivision plats, and other pPlanning-related functions of the City of Urbana.

- 29. Develops and maintains map and data-base of existing annexation agreements for the City of Urbana
- ~~30. Develops and maintains database cataloging agreement obligations for the City of Urbana for use by multiple departments~~
- 31. Acts as primary staff contact for numerous boards and commissions, ~~providing commissioner training in Open Meetings Act, scheduling meetings, and arranging educational opportunities~~
- ~~7-32. Updates weekly and monthly Department budget reports including General Ledger Detail Trials and Budget Forecast Report.~~
- ~~8. Prepares Types internal/external memos and correspondence as directed by the Director of Community Development Services, Planning Manager and by other staff.~~
- 9-33. Serves as a notary and notarizes petitions, property documents, and other documents as necessary.
- ~~— Serves as payroll clerk for the Community Development Services Department.~~
- ~~— Controls departmental petty cash fund and postage fund; distribution and reconciliation of the same~~
- 34. Submits ~~Planning Division purchase requests to the Departmental Administrative Assistant~~ Serves as purchasing clerk for the department ~~division~~;
- ~~10-35. Submits purchase requests and ~~Prepares and processes~~ purchase orders for final ~~submittal to the Departmental Administrative Assistant~~ approval and payment; maintains documentation regarding same.~~
- 11-36. Responsible for maintenance and oversight of equipment including plotters, scanners, copiers, field equipment, micro-fiche; and special equipment for the hearing impaired. Performs simple maintenance on the department copiers; calls for repairs as needed, records monthly meter reading on the copiers ~~Maintains inventories on all equipment and office supplies.~~
- ~~— Serves as recording secretary and meeting clerk for Zoning Board of Appeals, Plan Commission, Historic Preservation Commission, MOR Development Review Board and Design Review Board and other planning task forces as may be created; schedules meetings; prepares develops agendas; organizes and compiles packets; and transcribes ~~detailed minutes and prepares annual reports.~~~~
- ~~— Compiles and copies department and Planning Division related materials for the City Council.~~
- ~~— Maintains and updates Planning Division section of the City website, including all forms and Board and Commission related information.~~
- 12. Notifies individuals and media by mail of impending Zoning Board Hearings ~~board and commission meetings in compliance with the Open Meetings Act.~~ Prepares posting materials for display on subject properties:
- ~~37. Responds to citizen requests for publications; provides and explains application and procedures; screens completed applications, collects fees, and forwards fees to Finance Department; circulates applications for appropriate review and authorization.~~
- ~~— Assists Department Director and division staff in research of files and city records and prepares documents and copies, in order to respond to Freedom of Information Act Requests.~~

- ~~13.38. Receives and transfers monies for all fees to the Finance Department.~~
- ~~14.39. Performs simple maintenance on the copier; calls for repairs as needed, records monthly meter reading on the copier.~~
- ~~15. Provides administrative clerical support to other Departmental Divisions during absences of other administrative clerical employees.~~
- ~~• Prepares and updates Department Policy and Procedures Manual in conjunction with other Community Development Services staff.~~
 - ~~• Updates Disaster Manual.~~
- ~~40. Copies and files all letters, files, forms, and documents as needed within the scope and function of the office.~~
- ~~16.41. Provides backup support to other administrative support staff as needed.~~
- 17.42. Performs other related duties as they occur within the scope and function of the Community Development Services Department.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Knowledge and abilities typically acquired through graduation from high school, supplemented by additional course work in office practices and procedures, and two (2) years of work experience in a standard office setting.
- Municipal experience in planning or building departments highly desirable.

Knowledge of

- Business English, punctuation, spelling, grammar, and basic math skills.
- Office practices and procedures and operation of standard office equipment, including a personal computer, typewriter, fax machine, multi-line phone system, voice mail, and copier.

Skills

- use or learn to use new and existing personal computer programs, including Advanced level proficiency of Microsoft Office software, especially Word, Excel, Access, and Publisher, and basic proficiency in Adobe Suite, and other programs as may be relevant.

Ability to

- Perform highly skilled administrative and secretarial work.
- Establish and maintain complex and confidential records, files and documents.
- Work independently, exercise good judgment in making decisions and in performing assigned duties.
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions.

- Interpret, explain and enforce departmental and City policies and procedures.
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public.
- ~~Work with frequent interruptions.~~
- Deal with people in difficult situations.
- Prioritize workload.
- Develop and maintain filing system.
- Type at a rate of sixty (60) words per minute on a personal computer keyboard.
- Transcribe accurately and efficiently from a dictaphone or comparable voice recording device.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- ~~Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment.~~

Desirable Additional Qualifications:

Knowledge of municipal government functional areas and specific word processing software utilized within the various department in the City. Knowledge and experience in public records laws, applicable state and City regulations.

JOB-SPECIFIC COMPETENCIES

Communication

Writes and speaks effectively; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.

Problem Solving

Anticipates problems; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.

Attention to Detail

Follows detailed procedures and ensures accuracy in documentation and data; concentrates on routine work details; organizes and maintains a system of records.

Flexibility

Remains open-minded and changes opinions on the basis of new information; performs a wide variety of tasks and changes focus quickly as demands change; manages transitions from task to task effectively; adapts to varying needs and conditions.

Organization

Able to manage multiple projects; able to determine project urgency in a practical way; uses goals to guide actions; creates detailed action plans; organizes and schedules people and tasks effectively.

Responsiveness to requests for service

Responds to requests for service in a timely and thorough manner; does what is necessary to ensure customer satisfaction; prioritizes customer needs; follows up to evaluate customer satisfaction.

RESPONSIBILITY:

- ~~— Responsible for reception and referral, as appropriate, for all persons contacting the Administration and Planning Division and for answering non-complex inquiries regarding land use, zoning regulations, and characteristics of specific real property.~~
- ~~— Responsible for maintaining the Administration and Planning Division filing and database systems.~~
- ~~— Responsible for properly notarizing documents for the Community Development Services Department as necessary.~~

- ~~— Responsible for ordering office supplies.~~
- ~~— Responsible for maintaining petty cash and postage funds.~~
- ~~— Responsible for maintenance and oversight of equipment including plotters, scanners, copiers, field equipment, micro-fiche; and special equipment for the hearing impaired.~~
- ~~— Responsible for preparing, assembling, and distributing packet materials and serving as recording secretary and meeting clerk for multiple boards and commissions.~~
- ~~— Responsible for assisting in research of files and city records and preparing documents and copies to respond to Freedom of Information Act Requests.~~
- ~~— Responsible for distributing meeting materials for multiple boards and commissions in compliance with the Open Meetings Act.~~

EXPECTATIONS

The City of Urbana is committed to excellence for and expects the employees to model the following values:

- **Respect** - We champion diversity and welcome individual perspectives, backgrounds and opinions. All individuals are to be treated with respect and dignity.
- **Integrity** - We are stewards of the public's trust and are committed to service that is transparent and consistent with City regulations and policies. We are honorable, follow through on our commitments, and value open communication. We are accountable to ourselves, to the City and to the public.
- **Customer Service** - We are dedicated to exceeding the expectations of our community and our peers by demonstrating professional service with a solution-oriented approach.
- **Collaboration** - We are committed to organizational success and celebrate our shared dedication to public service. We believe in the power of collaboration and the sum of our individual contributions leads to results greater than what we could have accomplished alone.

CONTACTS

- Daily contact with other City and Departmental Personnel by phone, e-mail, and by visits to the office.
- Daily contact with residents, public officials, developers, development professionals and other agency representatives ~~business owners and citizens~~ by phone, e-mail, and by visits to the office.
- Regular contact with government officials, developers, and citizen committees to schedule meetings, events, and contacts with ~~the Director of Community Development Services~~, division staff.

WORK ENVIRONMENT:

- ~~Standard office setting.~~ Essential duties of this classification are primarily performed in a dynamic office environment that may include frequent interruptions and/or a high level of public contact.
- Occasional field work for posting of notices and verification of geographic information

SPECIAL EFFORT REQUIRED:

- Works with confidential files.
 - Responsible for intake of significant application fees.
 - ~~Must be bondable.~~
 - Serves as a notary.
- Works late evening hours to attend meetings to serve as recording secretary and clerk to the meeting, ~~record minutes~~

Class Specification History

- General update: 05/1997

For HR/Finance Use

Title Code	Pay Grade
	30
EEO Category	
6- Administrative Support	

MAYOR and CITY COUNCIL

OTHER DEPARTMENTS

ELIZABETH TYLER, PhD, FAICP
Director of CD Services Department

BOARDS & COMMISSIONS

SUKIYA REID
Administrative Assistant I

ECONOMIC DEVELOPMENT DIVISION

BRANDON BOYS
Manager

LIBBY HORWITZ
Economic Development Specialist

MILES THOMAS
Economic Development Specialist

NATALIE KENNY MARQUEZ
Market at the Square Director/
Marketing Coordinator

PAULINE TANNOS
Public Arts Coordinator

Vacant
Economic Development Associate

GRANTS MANAGEMENT DIVISION

KELLY MIERKOWSKI
Manager

RANDY BURGETT
Housing Rehabilitation Coordinator

MATT REJC
CD Associate

KAY MEHARRY
Administrative Assistant I

PLANNING DIVISION

LORRIE PEARSON
Manager

JEFF ENGSTROM
Planner II

KEVIN GARCIA
Planner II

CHRISTOPHER MARX
Planner I

MAXIMILLIAN MAHALEK
Planning Intern

TERI ANDEL
Administrative Assistant I

BUILDING SAFETY DIVISION

JOHN SCHNEIDER
Manager

PATRICK BOLGER
Housing Inspector

STEVE COCHRAN
Building Inspector

JOHN KUNICH
Plumbing-Mechanical Inspector

TIM MECUM
Electrical Inspector

VACANT
Code Enforcement Coordinator

VACANT
Housing Inspector

VIVIAN PETROTTE
Administrative Assistant II

SHARON HUMES
Clerk-Typist

