

Code: 0365  
Administrative Service  
Clerical, Accounting and General Office Group  
General Administrative Series

**CLASS TITLE: Personal Assistant**

**CHARACTERISTICS OF THE CLASS:** Under general supervision, the class provides confidential and administrative support to employees in positions exempt from the City's hiring plan and listed on the schedule of department or agency heads or on schedule G of the exempt list ("exempt employees"); and performs related duties as required.

**ESSENTIAL DUTIES:** Schedules and maintains the appointment calendar for an exempt employee; briefs and prepares exempt employee for meetings; screens visitors and calls; takes dictation and transcribes correspondence, letters, minutes of meetings and notes on confidential matters; composes confidential letters and memoranda; responds to inquiries and complaints forwarded to the exempt employee; answers sensitive correspondence on behalf of the exempt employee regarding policies, procedures, issues and other matters involving the department; keeps track of confidential documents; maintains files for the exempt employee; types and performs other duties associated with document preparation; receives and sorts mail for the exempt employee; conducts research and drafts documents in response to sensitive or atypical inquiries for the exempt employee's signature; responds to confidential complaints, problems and inquiries from the public, city employees, city officials and other government agencies on behalf of the exempt employee; relays and interprets directives from the exempt employee to managers and staff and ensures execution of those directives; confers with managers on program operations and apprises the exempt employee of the status and critical issues; monitors the status of special projects and provides status reports to the exempt employee; works on special projects and handles special assignments as directed by the exempt employee; coordinates and oversees work of clerical and other support staff; verifies and maintains daily timesheets for division personnel; reviews and authorizes overtime for support staff; allocates work assignments amongst division support staff; issues verbal and written warnings for disciplinary purposes.

Knowledge, Abilities and Skill. Good knowledge of office and general administrative operations. Good knowledge of research techniques. Good knowledge of report writing.

Ability to develop and maintain effective working relationships with departmental managers. Ability to resolve administrative problems. Ability to coordinate and manage special projects. Ability to operate a personal computer.

Code: 0365  
Administrative Service  
Clerical, Accounting and General Office Group  
General Administrative Series

CLASS TITLE: **Personal Assistant (Cont'd)**

Good organization and administrative skills. Good research and analytical skills. Good interpersonal skills. Good computer skills. Good oral and written communication 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.

April, 2008  
City of Chicago  
Department of Human Resources