



**Code: 1302**  
Family: Human Resources  
Service: Administrative  
Group: Statistical, Technical, and Analytical  
Series: Personnel

---

## **CLASS TITLE: ADMINISTRATIVE SERVICES OFFICER II**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, functions in an administrative/supervisory capacity as a personnel administrator for a small City department or for a bureau in a large City department, performing professional personnel administration functions and supervising staff performing related personnel and administrative functions, and performs related duties as required

### **ESSENTIAL DUTIES**

- Acts as a department's personnel administrator, administering personnel programs and supervising staff carrying out personnel activities, personnel processing, and records maintenance
- Works with managers to coordinate the interviewing, hiring, and processing of departmental employees
- Prepares and oversees the preparation and processing of personnel forms to initiate personnel actions (e.g., appointments, promotions, separations, leaves of absence, accidents, medical and drug screens, other personnel transactions)
- Oversees the maintenance of timekeeping records and the preparation and processing of payrolls
- Provides information and responds to employee inquiries regarding benefits, pay, and personnel programs and policies
- Provides new employee orientation and coordinates training and staff development activities
- Interprets and explains personnel policies and procedures to managers and supervisors
- Acts as liaison with other City departments regarding the processing of personnel and payroll actions and the administration of personnel programs
- Coordinates work efforts with the Department of Human Resources on matters relating to classification, recruitment, employee selection and hiring procedures, and other areas of personnel administration
- Advises managers in initiating, responding to, and resolving issues relating to employee grievances and disciplinary actions
- Prepares department's response to equal employment opportunity complaints and discrimination charges
- Prepares reports regarding overtime costs, staffing, and personnel activities for management review
- Oversees special programs or projects (e.g., student intern program)
- May serve in a specialized function for the department (e.g., facilities manager, telecommunications liaison)
- Assists in preparing the department's operating budget
- Processes and monitors unit's expenditures and maintains related budgetary records (e.g., tuition reimbursements, mileage checks, jury duty checks, petty cash reconciliation, purchase of supplies)

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

## MINIMUM QUALIFICATIONS

### Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Human Resources Management, Business Administration, or a directly related field, plus two years of professional personnel experience, or an equivalent combination of education, training and experience.

### Licensure, Certification, or Other Qualifications

- None

## WORKING CONDITIONS

- General office environment

## EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems, scanner)

## PHYSICAL REQUIREMENTS

- No specific requirements

## KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

### Knowledge

Moderate knowledge of:

- City's timekeeping and payroll processing policies and procedures
- City's collective bargaining units, agreements, and grievance process
- \*personnel administration principles, policies, practices, and techniques
- applicable employee benefits policies and procedures
- applicable computer software packages and applications

Some knowledge of:

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Administrative Services Officer I class

### Skills

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MATHEMATICS - Use mathematics to solve problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something

Other skills as required for successful performance in the Administrative Services Officer I class

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly

Other abilities as required for successful performance in the Administrative Services Officer I class

### **Other Work Requirements**

- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS – Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Administrative Services Officer I class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

**CODE: 1302**  
**CLASS TITLE: ADMINISTRATIVE SERVICES OFFICER II**

---

City of Chicago  
Department of Human Resources  
(Valtera Corporation)

Date: June, 2010