



Executive Secretary – Village of Oak Park, IL

April 7, 2022

The **Village of Oak Park**, Illinois is accepting applications to fill a **Full-Time Executive Secretary** position. This position is in the Administrative Division of our **Development Customer Services Department located in Oak Park Village Hall, 123 Madison Street**. Hours are Monday through Friday 8:30 am – 5:00 pm.

The Village of Oak Park's Development Customer Services Department oversees business licensing, economic development, building permits, inspections, code enforcement, parking, planning, historic preservation, zoning, housing programs and federal grant administration. In total, the department has approximately 37 staff members who work in administration, neighborhood services, planning and zoning, parking services and permit processing.

The ideal applicant will have excellent customer service skills, strong writing skills, have multi-tasking capabilities and be able to perform the following required tasks and activities:

- Assist Development Customer Services Director, and additional department management staff, with administrative support, as assigned;
- Assist in answering customer questions on the telephone, on-line and in person;
- Schedule meetings and reserve meeting rooms;
- Assist in the completion of Department assigned freedom of information requests;
- Manage the Department Director's schedule:
- Type, create and proofread a wide variety of letters, reports and memoranda;
- Maintain departmental records and process appropriate paperwork and digital files;
- Provide Department Director with assistance in managing the departments personnel function;
- Assist in maintaining the calendar of department activities, meetings and various events;
- Schedule meetings and reserve meeting rooms;
- Assist in preparing minutes and agendas of meetings, compiling annual budget requests and monitoring certain approved budget accounts;
- Plan and facilitate department team-building activities;
- Assist with required mailings, as assigned; and
- Participate in any and all assigned duties and special projects relating to the administration of the Development Customer Services Department.

In addition, the ideal applicant will be organized with exceptional interpersonal skills. Further, the applicant should have extensive experience effectively multi-tasking, strong analytical abilities and good time-management skills.

Compensation and Application

The compensation for this position is \$29.75/hr. For more information about the Executive Secretary position or to apply, visit: www.oak-park.us/jobs. Submit applications and resumes by mail to Human Resources, Village of Oak Park, 123 Madison Street, Oak Park, IL, 60302; or by e-mail to jobs@oak-park.us. This position is open until filled. First review of applications will be April 21, 2022.



EXECUTIVE SECRETARY

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a wide variety of responsible and complex administrative, secretarial and clerical duties for a Village department; and to provide information and assistance to the public regarding department to which assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the secretarial series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including monitoring budgets, and recommending improvements in work procedures. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a department director.

May exercise direct supervision over secretarial and clerical staff.

EXAMPLES OF DUTIES - *Essential and other important duties and responsibilities may include, but are not limited to, the following:*

Essential duties and responsibilities

1. Perform administrative duties within the clerical support system; supervise the ordering and storage of appropriate supplies; monitor department budget as assigned; recommend improvements in work flow, procedures and use of equipment and forms.
2. Screen office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems and precedents relating to assigned responsibilities; receive and route mail.
3. Type and proofread a wide variety of reports, letters, agenda packets, memoranda and statistical charts; type from rough draft, verbal instruction or transcribing machine recordings; independently compose correspondence related to assigned responsibilities.
4. Participate in the duties relating to administration of a department; assist in preparing comprehensive reports, preparing minutes of meetings, preparing agendas of board and commission meetings, compiling annual budget requests, recommending expenditure requests for designated accounts, and monitoring approved budget accounts.
5. Maintain personnel and payroll records; process paperwork for personnel actions including new hires, terminations and promotions; monitor performance evaluation dates and provide appropriate forms to staff.



Reports to: Development Customer Service Director
Department: Development Customer Service
Pay Ban: 15-GS
Non-Union: Non-exempt

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6. Assist in a variety of department operations; perform special projects and assignments as requested. Support board and commission activity.
7. Manage office support functions; direct the work activities of assigned clerical personnel; prioritize and coordinate work assignments; review work for accuracy.
8. Maintain calendars of department activities, meetings and various events; coordinate activities with other Village departments, the public and outside agencies.
9. Organize and maintain complex technical filing systems.
10. Perform general clerical work including filing, scheduling appointments and meetings, and processing payroll.

Other important responsibilities and duties:

1. Serve as secretary to various committees and commissions; may take and transcribe meeting minutes.
2. Operate a variety of office equipment including a computer; input and retrieve data and text; organize and maintain disc storage and filing.
3. May provide technical support in the absence of technical staff.
4. Coordinate travel arrangements for department staff as needed.
5. Perform related duties and responsibilities as required.

QUALIFICATIONS *Required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

English usage, spelling, grammar and punctuation.

Modern office procedures, methods and computer equipment including Word, Excel and Outlook.

Business letter writing and basic report preparation.

Principles and procedures of record keeping.

Principles of supervision, training and performance evaluation.

Ability to:

Ensure that best in class customer service is provided to both internal and external customers and also embrace, support, and promote the Village's core values, beliefs, and culture.



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Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.

Understand the organization and operation of the Village and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply administrative and departmental policies and procedures.

Independently prepare correspondences and memoranda.

Supervise, train and evaluate assigned clerical staff.

Take and transcribe dictation, if required by assigned position, at a speed necessary for successful job performance.

Type at a speed necessary for successful job performance.

Work independently in the absence of supervision.

Operate and use modern office equipment including a computer and word processor.

Work cooperatively with other departments, Village officials and outside agencies.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Sitting for extended periods of time*
- *Operating assigned office equipment.*

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations*
- *Communicating with others*
- *Reading and writing*
- *Operating assigned office equipment.*

Maintain mental capacity which allows for effective interaction and communication with others.

Maintain reasonable and predictable attendance

Work overtime as operations require



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Experience and Training Guidelines

Experience: Five years of responsible clerical experience involving public contact and performing work similar in nature and at the level described above in the **Examples of Duties.** -AND-

Training: Qualified applicants must possess an Associate's Degree in management, business administration, public administration, information systems, communications, accounting or a related field from an accredited college, business college or other accredited post-secondary educational institution. Sixty (60) semester credit hours of successfully-completed, college-level, accounting-related coursework is required in lieu of the Associate's degree. Possession of a bachelor's degree in the areas listed is desirable.

Selected applicants for appointment to the Executive Secretary job classification are required to demonstrate their knowledge of modern office procedures, methods, computer software functions and techniques related to Word, Excel, Outlook, and Access beyond an introductory level, customer service, and administrative support procedures using appropriate testing and measurement methods.

Vaccination against COVID-19 is strongly preferred.

WORKING CONDITIONS

Work in an office environment; sustained posture in a seated position and continual answering of phones; ability to stand and service customers at counter; continuous exposure to computer screens. Some flexibility in work hours should be anticipated.