COUNTY OF COOK

Bureau of Human Resources
118 N. Clark Street, Room 840
Chicago IL 60602

Job Code:	0050
Job Title:	Administrative Assistant IV
Salary Grade:	18
Bureau:	Human Resources
Department:	Human Resources
Dept. Budget No.	032
Position I.D.	9500643
Shakman Exempt	

Characteristics of the Position

General Overview

Functions in the capacity of Administrative Assistant to the Manager of the County's Employee Medical Services within the Bureau of Human Resources; in connection therewith performs highly confidential duties related to processing and advising employees returning from medical leave of absence and ensuring that appropriate documentation is received and forwarded to other agencies (Department, Pension Board, etc.). Ensures that county policies regarding these and similar matters are enforced, explains such policies to employees and families and consults with medical unit Manager, Physicians and other staff to discuss and/or help formulate policies and procedures. Assists manager in a variety of matters requiring sound judgment and a thorough knowledge of unit operations. Fills in for the Administrative Assistant to the Human Resources Bureau Chief on a regular basis; in so doing assumes additional duties, including contact with visitors and callers seeking information regarding Bureau policies and services. Performs breath alcohol tests on County employees in job applications.

Key Responsibilities and Duties

Receives, advises and informs County employees in person or by phone in connection with return-to-work rules and provisions; processes medical and other forms and documentation pertinent to the process. Explains County guidelines regarding sick and medical leave, with an emphasis on ensuring that employees do not risk their health or

safety by returning to work without proper authorization. Copies and transcribes physician notes via pc into reports to the pension office, medical files and other agencies as required; maintains confidential files for the Division.

Tracks drug testing performed by the unit on behalf of offices under the Chief Judge, including Juvenile Temporary Detention Center wherein personnel work with adolescents and children.

Receives and assists new hires with their medical processing, as well as walk-ins, i.e. employees seeking medical attention.

Performs random, return-to-work and other related breath alcohol tests on employees; records and reports results.

Consults with physicians and unit manager regarding day to day operations, reports incidents, reviews policies and practices impacting on services provided; offers recommendations and suggestions based on personal observations.

Assists medical services manager in other matters as directed and may be required to fill in for the manager in his/her absence. May supervise secretarial and other clerical support staff as needed.

Fills in for and relieves Administrative Assistant V for Human Resources Chief; in so doing has access to confidential mail and records, screens calls and visitors, types letters and memos; may explain agency policies and services to callers.

Knowledge, Skills and Abilities

Ability to perform specialized administrative work utilizing medical terminology and adhering to strict rules governing confidentiality and protection of client privacy.

Ability to understand County rules, regulations and policies dealing with medical return-to-work procedures and interpret and explain such matters to employees and their families as needed.

Skill in working independently and as part of a team in performing assigned duties and ensuring the delivery of services to clients.

Ability to communicate effectively verbally and in writing. Skill in interacting with others in a stressful environment wherein medical or other emergencies may occur regularly, requiring a quick or appropriate response.

Ability to learn and acquire new skills and/or multitask by assisting or filling in for others.

Skill and proficiency in organizing confidential, technical or sensitive information.

Ability to understand and interpret policy and make salient observations and recommendations to supervisors where relevant.

Minimum Qualifications

Possession of a high school diploma or GED certificate PLUS one (1) year of experience in an administrative capacity **OR,** graduation from an accredited college or university with a Bachelor's degree.

Preferred Qualifications

Master's degree.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

JC: 0050 revised 4/18/12