

# COUNTY OF COOK



## **Bureau of Human Resources**

118 N. Clark Street, Room 840  
Chicago IL 60602

Job Code: 0051  
Job Title: Administrative Assistant V  
Salary Grade: 20  
Bureau: Human Resources  
Department: Human Resources  
Dept. Budget No. 032  
Position I.D. 9500684  
Shakman Exempt

## **Characteristics of the Position**

### **General Overview**

Performs highly specialized and confidential work in the capacity of Executive Secretary to the Chief of The Human Resources Bureau, an agency with County-wide responsibility for job classification and compensation, union labor negotiations, employee medical assistance, as well as jurisdiction over job positing for offices under the president representing over 10,000 positions. Handles a wide variety of complex administrative tasks which may require the Bureau Chief's attention, maintains a high level of communication with professional staff, department heads and elected officials via telephone or written correspondence, and conveys messages and information to the chief accordingly. Prepares and types memos and reports dealing with confidential policy matters; keeps Bureau Chief informed of all matters warranting his attention.

### **Key Responsibilities and Duties**

Performs highly specialized administrative and/or secretarial work; handles a wide variety of complex administrative situations and conflicts within the department requiring discreet and authoritative intervention. Oversees the operations of various interactive clerical and secretarial support units; functions as a key facilitator to ensure that critical administrative support is forthcoming in a timely and efficient manner.

Provides assistance to Chief, Deputy Chief and other Human Resource managers (including special consultants) in a variety of matters, including special projects related to Shakman, Human Resources compliance, exempt job descriptions and other sensitive areas.

Maintains a high level of interactive communication with professional staff, supervisors and managers in order to effectively convey to the Bureau Chief the needs and concerns of the Bureau.

Notes commitments made by executive during meetings and arranges for staff implementation. Arranges for staff members to attend conferences and meetings; establishes appointments, screens and reschedules appointments.

Prepares and/or proofs outgoing correspondence for executive's approval. Composes original correspondence for supervisor's signature by drawing upon first hand knowledge of specific policies, programs and procedures.

Reviews and summarized the content of incoming correspondences and materials. Coordinates such information with agency's needs or agenda; draws attention to important parts or conflicts.

Utilizes standard keyboard to apply various computer or software application to assigned tasks and to process information, or may so direct others as required.

In the executive's absence, ensures that requests for action or information are relayed to the appropriate staff member; as needed interprets requests and helps implement action; makes sure that information is furnished in timely manner; decides whether Chief Executive should be notified of important or emergency matters.

### **Knowledge, Skill and Abilities**

Thorough knowledge of the policies and operations of the Human Resources Bureau; ability to explain or interpret such policies and convey them to other clerical or support staff. Ability to maintain a high degree of confidentiality. Ability to maintain a high degree of confidentiality.

Ability to work cooperatively with administrative, supervisory, technical and professional personnel in the coordination or delivery of services as provided by the agency.

Ability to acquire a thorough knowledge of specialized administrative procedures and regulations particular to area of assignment.

Skill and proficiency in the use of a keyboard as applied to the operation of typewriters, word processors and personal computers as may be required based on area of assignment.

Skill in the application of basic organizational or bookkeeping principles and methods relative to maintaining important financial documents and records may be required.

Good attention to multifarious detail; ability to proof, verify and edit complex data, transcribe and cross reference data from personal computer and documents. Ability to follow-up in a thorough and timely manner relative to unresolved business.

Skill and knowledge, as may be pertinent to the area of assignment, in connection with correct technical, legal, medical and other language usage, punctuation and grammar, and their proper application to business forms, letters and records.

Skill and accuracy in the control, organization and maintenance of files and records according to various methods.

Good communication skills; ability to exercise diplomacy, gather information from others and make inquiries; ability to convey information and explain or discuss office policy and procedure with others in person or by telephone.

Skill in the operation of standard office equipment including Dictaphone where required.

**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.**