

COUNTY OF COOK



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

Job Code: 6237
Job Title: Aide to the Chief of Staff
Salary Grade: 22
Bureau: Office of the President
Department: Office of the President
Dept. Budget No. 010
Position I.D. No. 9517536
Shakman Exempt

Characteristics of the Position

General Overview

Under the direction of the Chief of Staff provides diverse, supportive and complex assistance.. Prepares confidential memoranda, reports and materials of highly confidential records and affairs. Schedules meetings with the Chief of Staff; President; County Board Commissioners; Bureau Chiefs and Department Heads. Responsible for determining and managing the Chief of Staff's executive itinerary, meeting agendas and event attendance records. Prepares various types of correspondence and reports, including but not limited to confidential correspondence and matters related to legal affairs and litigation. Prepares and maintains letters and correspondence directly affecting the operation of the Office of the President and the County of Cook. Works in concert with other County departments and officials in order to exchange knowledge and assist in policy and program development. Assigns and coordinate various operational tasks to Department Heads at the request of the Chief of Staff. Acts as a personal representative or liaison on behalf of the Chief of Staff to bridge issues of common concern between professional staff, management and support operations. Assumes primary supervisory responsibility for oversight of select programs, functions, tasks, personnel and projects as directed. Investigates operational problems and may recommend appropriate course of action to resolve problems and conflicts. Performs special projects and assignments as directed and may perform research for the development of policy and procedures for the office and departments under the jurisdiction of the President. Assists the Aide to the President in supervisory responsibility for all necessary business functions of the Department and supervises support staff personnel on all aspects of office related business. Assists the Aide to the President in overseeing employees' time and attendance records in connection with payroll processing and other County personnel matters.

Key Responsibilities and Duties

Provides executive assistance directly to the Chief of Staff and prepares and maintains highly confidential records, correspondence, agendas, files and schedules.

Assists in determining and managing the Chief of Staff's executive itinerary, coordinates meetings, prepares meeting agendas and maintains event attendance records.

Provides analytical and specialized administrative support to assist with complex duties and details..

Responsible for initiating high level contacts of a complex nature.

Screens calls and visitors, answers questions in writing or verbally, and handles routine matters pertaining to the administration of the department.

Interacts with persons of all backgrounds, cultures and affiliations within all levels of government, business or non-profit entities on behalf of the Chief of Staff.

Oversees special projects assigned by the Chief of Staff.

Performs necessary business functions for the department, including creating policies and procedures.

Conducts and/or supervises payroll and timekeeping functions.

Evaluates office production, reviews and revises procedures, and creates new forms to improve efficiency of workflow.

Establishes uniform correspondence procedures and practices for the Chief of Staff. Assists in formulating procedures for systematic retention, protection, retrieval, transfer and disposal of records.

Acts as a liaison to officials and department heads in order to exchange information.

Directly assigns various operational tasks to Department Heads as requested by the Chief of Staff.

Aides in the research and development of policy and special initiatives as requested by the Chief of Staff.

May train new employees on office policies, procedures and protocols.

Knowledge, Skills and Abilities

Ability to make sound decisions and carry out programs affecting one's own work and the work of others in a changing work environment. High degree of decision-making ability.

Ability to plan, direct, coordinate and supervise activities of technical and clerical staff and to solicit the cooperation of other County executives and administrators.

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.

Ability to follow-up in a thorough and timely manner relative to all requests and/or unresolved business.

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

Skill in the application of complex instructions, written and verbal; ability to accurately relate such instructions in full or part to other administrative staff and Department Heads.

Ability to coordinate several tasks at one time and perform well under pressure.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's Degree **PLUS** three (3) years' of experience in a responsible administrative role within an executive office environment **OR** an equivalent combination of professional work experience, training and education.

Preferred Qualifications

Graduation from an accredited college or university with a Master's Degree.

Experience supporting a senior executive.

Experience working with various governmental entities or officers.

Knowledge of the Microsoft Office Suite, including Microsoft Outlook, Word, and Excel.

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.