

HUMAN RESOURCES DIVISION
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150 WEST JEFFERSON STREET
JOLIET, ILLINOIS 60432-4158

EMPLOYMENT OPPORTUNITIES:

JOB POSTING #: 10-18
POSTED: 01/31/2018, 8:00 a.m.
EXPIRATION: 02/28/2018, 4:30 p.m.
TITLE: MANAGEMENT ASSISTANT (Position Code #1671)
SALARY: \$70,000 - \$98,000
DEPARTMENT: POLICE
DIVISION: POLICE ADMINISTRATION

GENERAL PURPOSE

Performs high-level administrative and secretarial support regarding confidential matters for the Police Chief, by conducting research, preparing statistical reports, handling information requests, and performing secretarial functions such as answering phones, receiving visitors, preparing correspondence and other memoranda, scheduling meetings and providing customer assistance. Provides liaison between the City Manager's office, the City Council, the Mayor's office, the general public (residents) and City staff and acts on City Council inquiries and problems. May attend City Council and committee meetings. Assists the Police Chief in public relations functions and responds to the general public, applying routine knowledge of departmental rules, regulations and procedures. Provides secretarial support to the Police Chief's office as needed, and other duties assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides liaison between the members of the City Manager's office, the City Council, the Mayor's office, the general public and the City staff to receive inquiries and complaints from residents and members of the City Council, solving problems on the Chief's behalf by assigning issues to the appropriate office and providing answers and solutions to the appropriate parties in a timely manner.
Must respond to residents in a polite and empathetic manner ensuring that the City Council and staff address their problems and earnestly strive to solve them.
Assists the Police Chief in coordinating public relations functions, and representing the City to the public in a positive manner.
Develops and maintains office forms and procedures and assists with administrative tasks involving personnel, budgeting, and facilities.
May be requested to attend City Council and/or committee meetings.
Prepares agendas and supporting materials; may take and transcribe minutes; prepares and distributes minutes and reports;
Assists in scheduling of appointments for the Police Chief.
Coordinates and schedules the Police Chief for special events and Citizens' appointments.
Registers the Police Chief for conferences and seminars; makes travel arrangements and itineraries.
Provides secretarial support to the Police Chief's Office, as needed.
Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

Conducts field interviews and investigates complaints as necessary to evaluate and clarify complaints and requests from residents.

Monitors City programs and projects to ensure accurate schedules may be given to residents.

Maintains logs, files and records; frequently reviews logged complaints/issues and follows up to ensure expeditious close-out of items.

Provides a monthly report of complaints/issues, indicating status of each (closed or open).

Composes, types and edits correspondence, City Council Memorandum's, reports, memoranda and other material requiring judgment as to content, accuracy and completeness.

Receives, stamps and distributes incoming mail and processes outgoing mail.

Answers the telephone and operates general office machines as required.

Provides backup to related positions and other duties as assigned.

REQUIRED QUALIFICATIONS

Education and Experience

- (A) Graduation from a high school or GED equivalent with specialized course work in general office practice such as typing, filing, accounting and bookkeeping.
- (B) Two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.
- (C) Valid Illinois driver license.

Necessary Knowledge, Skills and Abilities:

- (A) Ability to type accurately from a clear copy or rough draft at the rate of 60 wpm.
- (B) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices. Knowledge of word processing software such as Microsoft Word.
- (C) Skill in operation of listed tools and equipment.
- (D) Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.
- (E) Ability to understand and follow complex oral and written directions;
- (F) Ability to maintain complex clerical records and prepare reports from such laws, ordinance, regulations and established policies.

A full job description is available in Human Resources upon request.

EQUAL OPPORTUNITY/REASONABLE ACCOMMODATION EMPLOYER