



POSITION TITLE: Administrative Analyst

Compensation

Anticipated Starting Salary: \$60,000 +/-

Salary Range dependent upon most recent adopted Village Pay Plan. Non-Exempt position with health and dental benefits. Village paid life insurance policy. Deferred pension plan through IMRF and opportunity provided to participate in a Section 457 deferred compensation retirement plan. Eligible for salary adjustment after six (6) month probationary period. Salary range adjusted at the start of every fiscal year.

POSITION SUMMARY:

This is a professional public administration position providing support to and reporting to the Assistant to the Village Administrator. The position is involved in all facets of local government management with a specific focus on communications and customer service. This position may also, at the direction of the Assistant to the Village Administrator and other Village Hall executive team members, be assigned and responsible for independent projects.

ESSENTIAL DUTIES:

- Conducts research on legislative or policy issues and presents reports and recommendations for consideration to the Assistant to the Village Administrator and/or the Village Administrator pertaining to general administrative functional and operational changes or improvements.
- Organize Agenda Packets for Village Board and Plan Commission/Zoning Board of Appeals, including drafting technical memorandums for the Village's Boards and Commissions.
- Coordinates the Village's property maintenance program through communication with the public and monitoring the progress of property maintenance activities.
- Serves as primary FOIA Officer for the Village.
- Serves communications functions (website, social media, newsletter, etc.)
- Provides customer service duties with the front counter team. Provides clerical and reception assistance by processing mail, responding to telephone and walk-in inquiries, making referrals to appropriate personnel, providing assistance with filing, copying and document preparation and dissemination.

- Addresses customer service complaints, in person or by telephone, investigates issue and addresses requests/complaints in accordance with Village policies and regulations, and recommends appropriate action.
- Assists with coordination of Special Events to include operations management and Marketing.
- Performs various miscellaneous public services and/or projects as required by the Assistant to the Village Administrator and/or the Village Administrator.

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES:

- Knowledge of the principals and practices of public and municipal administration, including basic principles of organization, management, budget preparation, research methods and techniques, risk management and human resources administration;
- Knowledge of local, state, and federal government organization and intergovernmental relations;
- Knowledge of the principles of communication, customer service and public relations.
- Ability to effectively communicate verbally, in person and over the phone, and in writing;
- Ability to effectively use organizational and time management skills;
- Ability to cope with numerous interruptions;
- Ability to address the general public tactfully and courteously, and to establish and maintain effective working relationships with other employees, public officials, petitioners/applicants, and the general public;
- Ability to work in a sitting position for extended periods of time;
- Ability to perform repetitive arm, hand, and eye movements and frequently bend, squat, kneel, stretch, and use hands and fingers to handle equipment to perform duties;
- Ability to occasionally lift and/or move at least twenty (20) pounds with or without assistance; and
- Ability to operate tools and equipment consisting of, but not limited to: personal computer, spreadsheet and word processing software, calculator, and copy machine.

EDUCATION AND EXPERIENCE:

Bachelor's degree from an accredited university in public administration, political science, business administration, communication or related field required; master's degree in public administration or planning preferred. Valid driver's license or have the ability to obtain license prior to employment required.

Note: *This job description describes a general category of jobs. In order to meet the needs of the Village government or its departments, employees may be assigned other duties, in addition to or in lieu of any of those described below, and any duties are subject to change at any time.*