

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

OFFICE ADMINISTRATOR SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>
OFFICE ADMINISTRATOR I	29991
OFFICE ADMINISTRATOR II	29992
OFFICE ADMINISTRATOR III	29993
OFFICE ADMINISTRATOR IV	29994
OFFICE ADMINISTRATOR V	29995

Effective: 06/01/2015

SERIES DISCUSSION:

This series encompasses nonprofessional positions which serve as full line supervisors of staff engaged in performing clerical, paraprofessional or technical work. Duties and responsibilities common to all Office Administrators include assigning and reviewing subordinates' work, evaluating performance, preparing, conducting and signing performance evaluations, adjusting grievances, effectively recommending and imposing discipline and other duties substantially different from that of subordinate nonsupervisory staff. The Office Administrator series is designed to accommodate those supervisory positions overseeing Office Aides, Clerks, Assistants, Associates, Coordinators, Specialists and Administrative Specialists, as well as other staff when services rendered are sufficiently varied in nature to support allocation to this series. Specifically excluded from this series are positions that exercise limited supervisory authority and responsibility, those full line supervisors of staff where work is encompassed by existing specialized classes, and professional positions that are wholly responsible for managing, and providing administrative direction and control of agency programs and operational services.

In allocating a position to a level within the Office Administrator series, consideration is given to the size and level of the subordinate staff organization supervised and to the complexity of the nonsupervisory work of the position. Lower level Office Administrators are engaged in clerical and clerical-supervisory duties. Progression to the next higher levels reflects an increase in quasi-administrative duties, whether due to the presence of subordinate clerical supervisors, the nature and variety of subordinate work, or the paraprofessional nonsupervisory duties of the Office Administrator. The Office Administrator V encompasses those positions to which significant administrative or managerial responsibilities have accrued, although subordinate to purely managerial classes.

OFFICE ADMINISTRATOR I

POSITION CODE: 29991

DISTINGUISHING FEATURES OF WORK:

Under general supervision, serves as a full line supervisor of a small to moderate staff of employees performing routine clerical filing, document processing and/or general office support functions of limited variety and controlled by established work procedures and methods; assigns and reviews subordinates' work; prepares, conducts and signs performance evaluations; effectively recommends and imposes disciplinary action; adjusts grievances.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Performs difficult clerical office work, supervising a staff of six or fewer engaged in performing routine clerical office activities of limited variety and controlled by established work methods and procedures; assigns duties to staff; reviews staffs' work products; prepares, conducts and signs performance evaluations of employees; adjusts grievances; effectively recommends and imposes discipline; trains and instructs new employees.
2. Maintains attendance records for the unit; resolves personnel leave discrepancies; prepares reports regarding accrued leave and personnel attendance.
3. Collects data for reports; interprets policy and procedure changes to subordinate staff.
4. Composes and keyboards a variety of difficult material; devises forms; orders supplies for the office.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of high school and one year of office experience; or one year of independent business experience.

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this classification.

Knowledge, Skills and Abilities

Requires working knowledge of office procedures and programs.

Requires working knowledge of elementary mathematics and grammar.

May require skill in keyboarding accurately.

May require skill in taking and transcribing oral dictation.

Requires ability to direct and supervise the work of a nonprofessional office staff.

Requires ability to operate manual and automated office equipment.

May require possession of an appropriate valid driver's license.

May require licensure as a notary public.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

OFFICE ADMINISTRATOR II

POSITION CODE: 29992

DISTINGUISHING FEATURES OF WORK:

Under general supervision, supervises a small to moderate staff of subordinates engaged in a variety of difficult and responsible clerical filing, information and assistance, keyboarding, record processing, secretarial and general office support functions requiring some independent judgment; or supervises a large staff of employees performing routine clerical filing, document processing and/or general office support functions of limited variety and controlled by established work procedures and methods; or performs a variety of complex, specialized clerical duties involving related steps, methods or processes and requiring application of agency policies and procedures while also supervising a small to moderate staff of employees performing routine clerical filing, document processing and/or general office support functions of limited variety and controlled by established work procedures and methods. In all instances, exercises full supervisory authority and responsibility; assigns and reviews subordinates' work, prepares, conducts and signs performance evaluations, effectively recommends and imposes disciplinary action and adjusts grievances.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises a staff of six or fewer employees performing a variety of difficult and responsible clerical functions requiring some independent judgment; directs the work of Office Clerks and Assistants engaged in keyboarding a variety of difficult material, providing nontechnical information and assistance to clients, representatives of other agencies and the general public, or other work similar in difficulty.
2. Supervises a staff of six or fewer subordinates engaged in performing routine clerical office activities of limited variety and controlled by established work methods and procedures; additionally, performs a variety of complex, specialized clerical functions requiring the application of agency policies and procedures and the exercise of initiative and judgment in distinguishing among variables and identifying applicable standards; prepares user manuals and policies regarding office procedures and operations for staff; assists higher level supervisors in budget preparation and control activities.
3. Supervises a staff of seven or more employees engaged in performing routine clerical office activities of limited variety and controlled by established work methods and procedures; directs the work of Office Aides and Clerks engaged in relatively elementary processing of forms and records, file maintenance or other work similar in difficulty.
4. Directs and coordinates training, manpower utilization and development and implementation of office procedures.
5. Prepares reports; updates master files; orders supplies and forms; writes and updates instructions, guidelines and weekly production records.
6. Monitors overtime, special payrolls and project costs; calculates actual expenditures for overtime funds; projects expenditures for budget analysis purposes.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

OFFICE ADMINISTRATOR II (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of high school and two years of office experience; or two years of independent business experience.

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this classification.

Knowledge, Skills and Abilities

Requires working knowledge of office procedures and programs.

Requires working knowledge of elementary mathematics and grammar.

May require skill in keyboarding accurately.

May require skill in taking and transcribing oral dictation accurately.

Requires ability to direct and supervise the work of a nonprofessional office staff.

Requires ability to operate manual and automated office equipment.

May require possession of an appropriate valid driver's license.

May require licensure as a notary public.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

OFFICE ADMINISTRATOR III

POSITION CODE: 29993

DISTINGUISHING FEATURES OF WORK:

Under direction, supervises a small to moderate staff of subordinates engaged in performing a variety of complex, specialized clerical functions requiring the application of agency policies and procedures and independent judgment and initiative in distinguishing among variables and identifying applicable standards and/or performing paraprofessional/technical secretarial and office support functions involving the application of advanced technical knowledge of a major software application program and/or a combination of high level clerical and low level professional work; or supervises a large staff of subordinates engaged in a variety of difficult and responsible clerical filing, information and assistance, keyboarding, record processing, secretarial and general office support functions requiring some independent judgment; or performs paraprofessional/technical secretarial and office support functions involving the application of advanced technical knowledge of a major software application program and/or a combination of high level clerical and low level professional work while also supervising a small to moderate staff of subordinates engaged in a variety of difficult and responsible clerical filing, information and assistance, keyboarding, record processing, secretarial and general office support functions requiring some independent judgment. In all instances, exercises full line supervisory authority and responsibility; assigns and reviews work, prepares, conducts and signs performance evaluations, effectively recommends and imposes disciplinary action and adjusts grievances.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises a staff of six or fewer subordinates engaged in performing a variety of complex, specialized clerical or paraprofessional/technical secretarial and office support activities; directs the activities of Office Associates or Office Coordinators and lower level staff engaged in complex keyboarding, explaining or clarifying rules by applying a knowledge of agency operations and regulations or serving as lead workers of lower level staff.
2. Supervises a staff of six or fewer employees performing a variety of difficult and responsible clerical functions requiring some independent judgment; additionally, performs coordinative paraprofessional/technical secretarial and office support work; conducts involved searches by accessing and selecting multiple information sources to obtain data; coordinates personnel related functions for a program area.
3. Supervises a staff of seven or more subordinates performing a variety of difficult and responsible clerical functions requiring some independent judgment; directs the work of Office Clerks and Assistants engaged in keyboarding a variety of difficult material, providing nontechnical information and assistance to clients, representatives of other agencies and the general public or other work similar in difficulty.
4. Reviews and projects unit workload; establishes work priorities; plans and coordinates in-service training for new employees; interprets policies and procedures for use by employees.
5. Participates in supervisory staff meetings; recommends establishment of new operating procedures or revision of existing methods; assures new procedures are properly implemented; participates in the analysis of existing operations to improve operating costs.
6. Researches and compiles information for special projects; directs the purchase of office equipment and supplies.

OFFICE ADMINISTRATOR III (Continued)

7. Responds to telephone and written inquiries on matters related to rejected claims; reviews and analyzes inquiries to determine information to be given and/or action to be taken.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of study at a secretarial/business college and one year of office experience; or completion of high school and three years of Office Assistant experience; or three years independent business experience.

Knowledge, Skills, and Abilities

Requires working knowledge of the agency's program policies and operations.

Requires working knowledge of office procedures and programs.

Requires working knowledge of elementary mathematics and grammar.

May require skill in keyboarding accurately.

May require skill in taking and transcribing oral dictation accurately.

Requires ability to direct and supervise the work of a nonprofessional office staff.

Requires ability to operate manual and automated office equipment.

May require possession of an appropriate valid driver's license.

May require licensure as a notary public.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

OFFICE ADMINISTRATOR IV

POSITION CODE: 29994

DISTINGUISHING FEATURES OF WORK

Under direction, supervises a small to moderate staff of subordinates engaged in complex, specialized paraprofessional or technical functions requiring substantial originality, responsibility and technical knowledge and comprehension of the agency program and/or applications; or supervises a large staff of subordinates engaged in performing a variety of complex, specialized clerical functions requiring the application of agency policies and procedures and independent judgment and initiative in distinguishing among variables and identifying applicable standards and/or performing paraprofessional/technical secretarial and office support functions involving the application of advanced technical knowledge of a major software application program and/or a combination of high level clerical and low level professional work; or performs complex, specialized paraprofessional or technical functions requiring substantial originality, responsibility and technical knowledge and comprehension of the agency program and/or applications while also supervising a small staff engaged in a variety of complex, specialized clerical functions requiring the application of agency policies and procedures and independent judgment and initiative in distinguishing among variables and identifying applicable standards or engaged in paraprofessional/technical secretarial and office support functions involving the application of advanced technical knowledge of a major software application program and/or a combination of high level clerical and low level professional work; or supervises, through a subordinate Office Administrator II, an extremely large staff of employees performing routine clerical filing, document processing and/or general office support functions of limited variety and controlled by established work procedures and methods. In all instances, exercises full line supervisory authority and responsibility; assigns and reviews work of subordinates, prepares, conducts and signs employee performance evaluations, adjusts grievances and effectively recommends and imposes disciplinary action.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises a staff of six or fewer employees performing complex, specialized paraprofessional or technical functions; directs the activities of Office Specialists and lower level staff engaged in work in a regulating, monitoring and controlling program of the agency or serving as designated lead workers of lower level staff.
2. Supervises a staff of six or fewer subordinates engaged in performing a variety of complex, specialized clerical activities and/or engaged in paraprofessional/technical secretarial and office support functions; directs the activities of Office Associates or Office Coordinators and lower level staff engaged in complex keyboarding, explaining or clarifying rules by applying a knowledge of agency operations and regulations or serving as lead workers of lower level staff; additionally performs complex, specialized paraprofessional/technical functions supporting an agency's operations/programs or serves as technical coordinator of computer applications; serves as liaison between sections and the division, coordinates the section's operations with the operations of other sections; prepares and transmits instructions and directives regarding changes of policy; provides administrative support to research projects, conferences and new program plans initiated by the immediate supervisor.
3. Supervises a staff of seven or more subordinates performing a variety of complex, specialized clerical activities and/or engaged in paraprofessional/technical secretarial and office support functions; directs the activities of Office Associates or Office Coordinators and lower level staff engaged in complex keyboarding, explaining or clarifying rules by applying a knowledge of agency operations and regulations or serving as lead workers of lower level staff.

OFFICE ADMINISTRATOR IV (Continued)

4. Supervises, through a subordinate Office Administrator II, a staff of ten or more employees engaged in performing routine clerical office activities of limited variety and controlled by established work methods and procedures; analyzes workload; develops production standards.
5. Administers block grant applications; composes amendments to block grant agreements; confers with grantees regarding agreements; maintains records on same; assists in preparing annual budget requests; monitors expenditures allocated.
6. Meets with other unit supervisors to discuss processing, procedural and work flow problems; proposes remedies; confers with other state agencies regarding processing problems.
7. Reviews and evaluates incoming documents and files to ensure compliance with applicable policies and procedures; prepares written notification to personnel when errors are discovered; returns information to originator; assists with writing policies and procedures; completes special projects as required.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of study at a secretarial/business college and two years of office experience; or completion of high school and four years of Office Assistant experience; or four years independent business experience.

Knowledge, Skills, and Abilities

Requires working knowledge of the agency's program operations and policies.

Requires extensive knowledge of office procedures and programs.

Requires extensive knowledge of elementary mathematics and grammar.

May require skill in keyboarding accurately.

May require skill in taking and transcribing oral dictation accurately.

Requires ability to direct and supervise the work of a nonprofessional office staff.

Requires ability to operate manual and automated office equipment.

May require possession of an appropriate valid driver's license.

May require licensure as a notary public.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

OFFICE ADMINISTRATOR V

POSITION CODE: 29995

DISTINGUISHING FEATURES OF WORK:

Under general direction, supervises a small to moderate staff engaged in performing complex, specialized paraprofessional/technical functions in support of an agency's programs/operations while serving as a designated lead worker to other office support staff, or serving as a computer applications technical coordinator; or supervises a large staff of subordinates engaged in complex, specialized paraprofessional or technical functions requiring substantial initiative, originality, responsibility and technical knowledge and comprehension of agency programs and/or applications; or supervises, through a subordinate Office Administrator III, an extremely large staff of subordinates engaged in a variety of difficult and responsible clerical filing, information and assistance, keyboarding, record processing, secretarial and general office support functions requiring some independent judgment. In all instances, exercises full supervisory authority and responsibility; assigns work to employees, reviews work product, prepares, conducts and signs performance evaluations, adjusts grievances, and effectively recommends and imposes disciplinary action.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises a staff of six or fewer subordinates engaged in performing complex, specialized paraprofessional/technical functions supporting an agency's programs/operations and serving as designated lead workers or technical coordinators; directs the activities of Office Administrative Specialists and lower level staff engaged in directing/conducting investigations of operational problems and serving as either a designated lead worker to lower level staff or technical coordinator of computer applications.
2. Supervises a staff of seven or more employees performing complex, specialized paraprofessional/technical functions; directs the activities of Office Specialists and lower level staff engaged in work in a regulating, monitoring and controlling program of the agency or serving as designated lead workers of lower level staff.
3. Supervises, through a subordinate Office Administrator III, a staff of ten or more employees performing a variety of difficult and responsible clerical functions requiring some independent judgment; analyzes workload; projects future workload based upon present duties.
4. Serves as liaison between all of the agency's divisions, the Governor's Office and other state agencies regarding procedural aspects of coordinating special and seasonal projects, including the annual budget and legislation; schedules meetings with other liaison personnel.
5. Recommends guidelines and plans to professional staff concerning problems in property control, telecommunications, record storage and other administrative aspects required for the efficient functioning of the office; develops approved methods.
6. Coordinates and integrates operations of various functions to achieve operating efficiency, resolve problems and to plan major office moves involving preliminary workups and drawings; coordinates new installations and the use of skilled trade personnel (e.g., electricians, carpenters) as well as non-skilled movers to successfully complete the relocation.

OFFICE ADMINISTRATOR V (Continued)

7. Directs the investigation of problems affecting the operation of the unit; prepares reports and recommendations detailing suggestions for changes; develops office procedures in order to achieve a more efficient office operation.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of study at a secretarial/business college and three years of office experience; or completion of high school and five years of Office Assistant experience; or five years independent business experience.

Knowledge, Skills, and Abilities

Requires working knowledge of the agency's program operations and policies.

Requires extensive knowledge of office procedures and programs.

Requires extensive knowledge of elementary mathematics and grammar.

May require skill in keyboarding accurately.

May require skill in taking and transcribing oral dictation accurately.

Requires ability to direct and supervise the work of a nonprofessional office staff.

Requires ability to operate manual and automated office equipment.

May require possession of an appropriate valid driver's license.

May require licensure as a notary public.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.