



## Job Description

**Job Title:** Administrative Assistant II  
**Reports to:** Administrative Services Manager  
**FLSA Status:** Part-time/Nonexempt (Hourly)  
**Starting Wage:** \$15.00 - \$17.00 (commensurate with experience)  
Participation in the Illinois Municipal Retirement Fund pension plan

**PURPOSE.** Provides administrative support to the Executive Director, Directors, Managers, and Administrative staff. Works with the Administrative Services Manager to provide an efficient and organized office. Efficiently completes a wide range of administrative tasks, including general office duties, including answering phone calls, responding to emails, and greeting visitors. The ideal candidate should have excellent communication skills, attention to detail, and the ability to multitask effectively. Must be flexible to work full-time, to cover vacations and other time off.

**ESSENTIAL DUTIES and RESPONSIBILITIES.** include the following. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result:

- Performs clerical and administrative tasks to support the Executive Director and Senior Staff, including drafting letters, memos, correspondence, spreadsheets, organizing and maintaining files, and other administrative duties.
- Answers and transfers phone calls, and screening when necessary.
- Professional, prompt, and polite, with the ability to work in a fast-paced environment while providing exceptional customer service to walk-in customers or on the phone.
- Assists with updating and answering correspondences on our website.
- Responsible for processing camping and shelter house reservations, permits, equestrian tags and pass requests through the Point-of-Sale System (RecTrac).
- Coordinates golf outings, tee time reservations, and golf correspondence for the public.
- Assist in organizing and maintaining office files, documents, and records.
- Help with data entry tasks, such as inputting information into spreadsheets and databases.
- Proficient with Microsoft Office Suite.
- Maintains FPWC calendars and schedules for various departments.
- Strong attention to detail and problem-solving skills.
- Excellent verbal and written communication skills.
- Assists Human Resources Manager with filing and various projects.
- This role requires a high level of confidentiality and discretion.
- Support the team in managing and distributing incoming and outgoing mail.
- Self-starter with a positive attitude who can work with different teams and people.
- Serves as backup to Administrative Assistant I.
- Must be flexible to work full-time, to cover vacations and other time off.
- Maintains regular attendance and punctuality.
- Performs other related duties as assigned.

**KNOWLEDGE, SKILLS and ABILITIES REQUIRED FOR THE JOB.** Must have full working knowledge of administrative practices and principles. Must have a working knowledge of applicable software such as Microsoft Office Suite. Must have excellent communication and organizational skills; along with excellent telephone etiquette.

**QUALIFICATIONS.** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION and/or EXPERIENCE.** High School Diploma or GED required, plus related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS.** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS.** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY.** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**MACHINES, TOOLS, AND EQUIPMENT.** Must be able to use: telephones, computers, fax machines, copiers, office software (Microsoft Office Word, Excel) and various other office machines.

**PHYSICAL DEMANDS.** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

**WORK ENVIRONMENT.** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Works in normal office conditions.

08/2023