

**OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL**

MANAGERIAL ASSISTANT II

Position Code: K5672

DISTINGUISHING FEATURES OF THE CLASS

Under administrative direction, performs a variety of confidential work as a staff assistant to a department director, chief deputy or other administrative, managerial or supervisory staff; performs difficult staff assignments including sensitive and controversial matters relative to all phases of program operations; assists on the administration and coordination of a major program, important operational entity or several supportive programs; handles a variety of administrative and confidential details for the supervisor including employee and labor relations matters.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

1. Directs and participates in the conduct of studies and investigations affecting program operations often dealing with confidential, controversial or sensitive matters; consults with and advises supervisor on problems concerning budgetary planning, administrative, personnel management, employee and labor relations and office policies and procedures.
2. Assists in the installation of sound administrative practices and procedures and executing programs; recommends methods of maintaining internal control, budgetary control and in developing work schedules.
3. Performs liaison duties with other management staff and outside agency representative in relation to program area of assignment.
4. Investigates complaints and inquiries involving confidential or sensitive matters from the general public, legislators, governmental officials and private organizations relative to the policies and services of the office; drafts appropriate instructions or correspondence for the proper disposition of such matters.
5. Handles administrative matters for supervisor including sensitive and controversial situations.
6. Performs other related duties as required or assigned.

REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years college preferably with courses in public or business administration and two years of professional experience in a public or private organization, or any equivalent combination of training and experience.

MANAGERIAL ASSISTANT II (Continued)

Knowledge, Skills and Abilities

Requires working knowledge of administrative practices and methods.

Requires elementary knowledge of departmental operations.

Requires ability to express ideas clearly both orally and in writing.

Requires ability to maintain satisfactory working relationships.

Requires ability to analyze operational and administrative problems and to adopt an effective course of action.

Requires ability to deal tactfully with matters of a confidential, sensitive or controversial nature.

Requires ability to exercise independent judgment in dealing with operational and personnel management problems and to take appropriate course of action to correct such problems.

Requires willingness to travel and possession of a valid Illinois driver's license as required by individual positions within the class.

Approved by the Secretary of State Merit Commission - July 19, 2006

Effective - July 19, 2006

EXAMINATION INFORMATION

Tests and Weights: Education and Experience, 100%

Length of Eligibility: 1 year