



CITY OF URBANA
Human Resources Division

FINANCE MANAGER

JOB DESCRIPTION

Department: Human Resources & Finance	Division: Finance
Work Location: City Hall	Percent Time: Full-time (100%)
Job Type: Civil Service	FLSA Status: Exempt
Reports To: HR & Finance Director / CFO	Union: Non-union

JOB SUMMARY

Plans and manages assigned municipal finance functions under administrative direction of the Human Resources & Finance Director / CFO. Coordinates assigned activities with other departments and outside agencies. Directs and coordinates accounting, auditing, financial reporting, customer service, and parking enforcement functions, overseeing multiple work units that assist in the performance of those functions. Performs highly complex, professional-level technical work that requires sound independent judgment and managerial skills.

Distinguishing features

The Finance Manager is distinguished from the Human Resources & Finance Director/CFO by a more limited scope of responsibility centered on defined and specific financial functions. Significant decisions are subject to review by the department head, and the latter is responsible for a broader scope of administrative functions, decision-making, and contacts, including contact with elected officials.

ESSENTIAL FUNCTIONS

Accounting and Audit Finance Functions

- Provides oversight for the City's day-to-day financial operations; provides direct and indirect management to the City's Financial Services Section and the Customer Service and Parking Enforcement section; manages each section's supervisory staff.
- Reviews or prepares quarterly and other financial reports that are provided to the City Council.
- Directs, manages, and coordinates the City's annual audit. Reviews and approves audit work papers and modified accrual entries.
- Advises staff on complex issues related to accounting and audit.
- Reviews and updates fee schedule annually.
- Monitors cash balances to ensure adequate cash.

- Manages online banking services and permissions.
- Requests or approves ACH and wire transfers.
- Assists with management of the City's investments.
- Reviews and approves journal entries.
- Manages user permissions in the City's financial and HRIS system. Reviews permissions annually.
- Ensures compliance with all State and Federal laws regarding finances and accounting.
- Manages bond payments.
- Provides oversight for maintenance of the chart of accounts and project ledger.
- Maintains internal control policies and recommends changes to internal controls.
- Remains current on accounting and financial rules and regulations by attending continuing education courses and reviewing changes in accounting standards.
- In the absence of or as delegated by the HR & Finance Director/CFO, approves procurements.

Generalized Finance Functions

- Prepares or reviews budgets for finance functions and administers approved budgets.
- Prepares annual property tax levy.
- Oversees risk management activities, including managing insurance renewal process, coordinating response to liability claims, coordinating with HR staff on workers compensation claims, and preparing the budget for the Retained Risk Fund.
- Participates in budget review for specified funds or departments; participate in prioritization of budget requests.
- Assists with budget preparation and preparation of the financial forecast.
- Coordinates insurance renewal process, including preparing various applications.
- Oversees various special projects, such as software implementation and p-card implementation.
- Manages relationships with other government agencies to coordinate services, e.g., Sanitary District for billing services, C-U Public Health District for restaurant licensing.
- Manages relationships with external agencies providing services, such as banking and credit card services.
- Reviews payments related to various development agreements, ensuring compliance with those agreements.
- Responds to requests made pursuant to the Freedom of Information Act (FOIA).
- Manages compliance with PCI (payment card industry) standards.
- May serve as Human Resources & Finance Director / CFO when that employee is absent.
- Performs other duties as assigned.

Staff and Performance Management Functions

- Supervises, coaches, and mentors assigned staff. Identifies and facilitates training and professional development opportunities, and fosters a culture of excellence and continuous improvement within the division. Participates in recruitment and selection process. Conducts

performance reviews; establishes achievable performance goals for assigned staff, and monitors progress toward those goals.

- Assists in developing department goals and develop implementation plans for assigned goals.
- Assesses workload and assign work to subordinate staff to ensure timely completion of goals.
- Recommends professional development activities for staff to enhance skills or improve performance.
- Reviews processes and recommends process improvements.
- Develops and recommends department and organizational policies related to areas of responsibility.
- Performs other related duties as assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of a bachelor's degree in accounting, finance, public administration, business, or a closely related field.
- Ten (10) years of professional experience in finance, accounting, or a related field, including three (3) years in a supervisory capacity.
- Progressively responsible experience working in a public sector environment is preferred.
- Experience supervising and managing multiple work teams is preferred.

Knowledge of:

- Advanced knowledge of finance, accounting, budgeting.
- Government finance, accounting, and budgeting.
- State and federal law pertaining to municipal finance operations.
- Principles and practices of supervision, training, and personnel management.

Skills

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Proficient with Microsoft Office Suite or related software.
- Highly technical and complex mathematical skills.
- Highly proficient with complex financial management systems, preferably Munis.
- Close attention to detail.

Ability to

- Perform responsible and difficult administrative and financial management involving the use of independent judgment and personal initiative.
- Function well in a fast-paced and at times stressful environment.
- Understand, explain, and apply laws, regulations, policies, and procedures related to municipal finance. Ensure compliance with and maintains knowledge of applicable State and Federal law.
- Develop and apply administrative policies and procedures.
- Effectively represent the City to outside individuals and agencies.
- Establish and maintain effective working relationships with a diverse workforce, including department heads and executive staff.
- Effectively communicate complex financial information, both in writing and through presentations and respond to questions.
- Assist in managing and directing financial operations of the City.
- Proficiently use a broad range of job related software and programs, including Munis.
- Analyze budget and financial reports.
- Observe performance and evaluate staff.
- Prepare and manage a budget.
- Effectively listen, speak, write, and interact with a diverse group of individuals, coworkers, supervisors, departments, or the public in a cooperative, positive manner.
- Maintain composure using calm, moderate tones, and appropriate language. Utilizes appropriate nonverbal mannerisms in handling difficult encounters.
- Recognizes and protects confidential information.

Licenses, Certifications and Memberships Required

- CPA preferred.
- CPFO certification or equivalent preferred.

Supplemental Information

Supervision received

- Work is performed with general direction as to desired outcomes. Supervision is received through periodic meetings.

Level and complexity of supervision exercised

- This position supervises both union and non-union employees, including supervising other staff with supervisory responsibility.

Security Level

- Level **PII**: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive AND/OR access to and responsibility for information related to the City's finances.

Physical Demands and Working Conditions

- While performing the duties of this job, the employee is regularly required to talk, hear and see, and adjust focus for both distance and close vision. The employee is frequently required to sit, stand, walk, and reach with hands and arms. The employee may occasionally lift and/or move up to twenty (20) pounds in dealing with records or files. This job is sedentary and is performed primarily in a climate-controlled environment. This job requires continuous visual ability for use of computer, files and reports. This job requires stooping, bending and minimal lifting.

Job Dimensions

- Work is organized around broad organizational goals and processes. Oversight is accomplished through regular meetings with the department head.
- Work encompasses advanced technical and mathematical concepts. Work directly contributes to the implementation of specific policies and programs.
- Employee will determine goals, policies, and desired outcomes for multiple work units, and will allocate resources to meet those needs.
- Employee will provide updates to senior managers and will work regularly with other senior managers to ensure the provision of efficient and effective services. Performance is tied to how employee responds to internal peers within the organization.
- The work environment is dynamic and requires sensitivity to change and ability to respond to changing goals, priorities, and needs.

The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

New class: August 2024

For HR/Finance Use

Job Class Code	Pay Grade
	115
EEO Category	LVL
1	



FINANCIAL SERVICES SUPERVISOR

JOB DESCRIPTION

Department: Human Resources & Finance	Division: Finance
Work Location: City Hall	Percent Time: 100% (1.0 FTE)
Job Type: Civil Service	FLSA Status: Exempt
Reports To: Finance Manager	Union: Non-Union

JOB SUMMARY

The Financial Services Supervisor is responsible for providing oversight and management of the day-to-day financial operations of the Financial Services Section. The Financial Services Supervisor plans, organizes, coordinates, and supervises assigned staff who perform a variety of duties related to the areas of responsibility. This includes training, developing, and supervising staff; assisting with preparation and development of the budget; coordinating related procurement processes; analyzing assigned programs, policies, and processes, and making recommendations for improvements; and responding to and interacting with the public. This position works under the general direction of the Finance Manager and performs advanced, professional-level work.

ESSENTIAL FUNCTIONS

- Actively supports and upholds the City's mission and values.
- Supervises Financial Services staff; provides leadership and guidance to ensure compliance with established policies and procedures; oversees work procedures and methods; assigns work activities, projects, and programs; performs or assists with the most complex, difficult, or sensitive issues and serves as backup for performing critical functions when necessary, including payroll and accounts payable; meets with staff regularly to identify and resolve problems.
- Ensures that required reports related to assigned areas of responsibility are accurate and filed timely with State and Federal agencies.
- Oversees preparation of or prepares all audit workpapers, providing accurate and timely workpapers to Finance Manager for review.
- Oversees fixed asset management and management of the City's equipment replacement planning, including regularly communicating with and providing guidance to staff in other departments.
- Monitors authorized users of the City's financial system, subject to review by Finance Manager; documents review at least annually.
- Maintains internal control policies and recommends changes to internal controls, subject to review by Finance Manager.

Financial Services Supervisor

City of Urbana

- Leads implementation of software related to job duties, under the direction of the Finance Manager.
- Manages compliance with the Grant Accountability and Transparency Act (GATA), including reviewing and submitting reports.
- Prepares quarterly reports and ensures accuracy, subject to review by Finance Manager.
- Participates in budget review for specified funds or departments.
- Performs evaluative and hiring functions for assigned staff; involved as a member of the hiring team.
- Plans and organizes staff workloads and assignments; approves time-off requests and authorizes overtime for assigned staff.
- Trains, coaches, motivates, and evaluates assigned staff; identifies training needs related to assigned areas of responsibility; prepares training materials; reviews work and provides direction and guidance as needed.
- Provides administrative, technical, and analytical support to special projects as directed by the Finance Manager; researches, compiles, and analyzes information to evaluate issues, identify trends, and make recommendations for department process, policy, and service delivery improvement; prepares documents, communications and reports related to findings and recommendations.
- Provides administrative and technical support for department strategic and financial planning; uses basic statistical and evaluative techniques to identify methods for attaining department goals and objectives where required or as directed by the Finance Manager.
- Assists in the preparation and development of department budget; monitors assigned operating budgets; provides technical budget assistance to division managers; reviews purchases and checks for compliance with budget.
- Coordinates assigned procurement processes; assists with drafting and disseminating bids, RFPs, and other procurement documents in accordance with City policy, prepares bid notices and advertisements; responds to requests related to department procurements, distributes bid addenda; documents submittals.
- Responds to inquiries and complaints in a professional, respectful, and courteous manner; provides information and resolves customer service escalations.
- Maintains effective relations with other governmental officials, community leaders, residents.
- Reports to work on time and as scheduled.
- Performs other duties as needed or assigned.

Standardized Essential Duties:

- Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.
- Assists employees and the public with inquiries, requests, and/or problems in a friendly, respectful, courteous, and professional manner.
- Communicates and reinforces organizational culture and values.
- Maintains maximum security over confidential information and materials.
- Recognizes situations which are beyond his/her limits and directs them to the appropriate person.

Financial Services Supervisor

City of Urbana

- Maintains ongoing communication with supervisor, informing him/her of all pertinent problems, irregularities, new developments, changes and other important information within area of responsibility.
- Maintains a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials and members of the media
- Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.
- Complies with City policies and procedures.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Knowledge and skills typically acquired through completion of an associate's degree in finance, accounting, business administration or a related field and at least three (3) years of progressively responsible experience in finance, preferably in the public sector, including at least one (1) year of supervisory experience.
- Five (5) years of progressively responsible finance experience, preferably in a public sector environment, may substitute for the education requirement.
- A bachelor's degree in a related field is strongly preferred.

Knowledge of

- Policies, procedures, ordinances, laws, policies, and best practices related to municipal finance, or the ability to learn.
- Business English, grammar, and punctuation.
- Modern office procedures, practices, and equipment.
- Administrative and supervisory best practices and techniques.
- Accepted governmental purchasing techniques and procedures.
- Municipal budgeting and accounting procedures.
- Advanced knowledge of Microsoft Office software, including Word, Excel, and PowerPoint, and the ability to learn other software as required.
- Complex financial systems including accounts payable, payroll, billing, and procurement, preferably Tyler Enterprise Management.

Skills

- Excellent written and verbal communication skills.
- Excellent customer service skills.
- Demonstrated organizational and time management skills.
- Interpreting, applying, and explaining rules, regulations, policies, and procedures.
- Recommending, developing, implementing, and revising policies and procedures.

Ability to

- Manage work to meet time-critical deadlines (e.g., payroll deadlines).
- Research, compile, and summarize a variety of informational and statistical data and materials.
- Prepare and present technical and non-technical reports orally and in writing.
- Prepare professional documents and memos.
- Successfully manage several tasks or projects simultaneously.
- Work productively and calmly under stress.
- Understand and comply with State laws and municipal ordinances.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Maintain confidentiality.
- Prioritize requests from the public and staff.
- Uphold the highest standards of competency, professionalism, and integrity in all work, demeanor, and in communication with others.
- Supervise, coach and train personnel.
- Establish and maintain effective working relationships with supervisors, employees, and others.
- Work independently and with minimal supervision.
- Attend and participate in professional group meetings; stay current with trends and innovations in areas of assigned work.

Job Dimensions

- Requires making decisions that govern the activities of others; decisions impact service provision to both internal and external customers.

Contacts: Internal/External

- Daily contact occurs with City staff, businesses, and members of the public. Contacts may require some level of persuasion, and the potential for conflicts and disputes exists. Interactions are moderately structured and routine and may require explanation of complex concepts or interpretation of City policies. Interactions require maturity, patience, and emotional intelligence.

Supervision received

- The employee operates under the general direction of the Finance Manager. Receives guidance in terms of broad goals and overall objectives and is responsible for establishing the methods to attain them. May formulate policy for the assigned area of responsibility but does not necessarily have final authority for approving policy.

Level and complexity of supervision exercised

- The position supervises Financial Services staff.

Security Level

Level **PII**: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive AND/OR access to and responsibility for information related to the City's finances.

Supplemental Information

Physical Demands and Working Conditions

- Physical Demands: Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 25 pounds; to lift and carry objects weighing up to 25 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel, and/or crouch to retrieve files and other items.
- Working Conditions: Standard office setting. The work requires sitting and/or standing for prolonged periods of time, walking and frequent interaction with others, both in person and on the phone. Work environment is both formal and informal, team- and autonomy-oriented, having variable tasks, pace and pressure. May require occasional evening hours to attend board/commission meetings.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction.

The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

New class: September 25, 2024

For HR/Finance Use

Job Class Code	Pay Grade 111
EEO Category	LVL



CUSTOMER SERVICE & PARKING ENFORCEMENT SUPERVISOR

JOB DESCRIPTION

Department: Human Resources & Finance	Division: Finance
Work Location: City Hall	Percent Time: 100% (1.0 FTE)
Job Type: Civil Service	FLSA Status: Exempt
Reports To: Finance Manager	Union: Non-Union

JOB SUMMARY

The Customer Service & Parking Enforcement Supervisor is responsible for providing oversight and management of the day-to-day operations and administration of the Finance Division's customer service and parking enforcement functions. The Customer Service & Parking Enforcement Supervisor plans, organizes, coordinates, and supervises assigned staff who perform a variety of duties related to the areas of responsibility. This includes training, developing, and supervising staff; assisting with preparation and development of the budget; coordinating related procurement processes; analyzing assigned programs, policies, and processes, and making recommendations for improvements; and responding to and interacting with the public. This position works under the general direction of the Finance Manager and performs advanced, professional-level work.

ESSENTIAL FUNCTIONS

- Actively supports and upholds the City's mission and values.
- Supervises Customer Service and Parking Enforcement staff; provides leadership and guidance to ensure compliance with established policies and procedures; oversees work procedures and methods; assigns work activities, projects, and programs; performs or assists with the most complex, difficult, or sensitive issues; meets with staff regularly to identify and resolve problems.
- Actively engages with Parking Enforcement staff in the field as needed.
- Reviews and approves daily cash register reconciliations and various cash collection reports, ensuring accuracy, and providing feedback to staff to improve their performance.
- Administers licensing and permits assigned to the department, ensuring compliance with all applicable requirements.
- Administers the parking space rental program.
- Administers parking ticket complaints, including performing second level review.

Customer Service & Parking Enforcement Supervisor

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- Administers the parking management system (currently AIMS), the Mobile Meters system, and related systems.
- Leads implementation of software related to job duties, under the direction of the Finance Manager.
- Performs evaluative and hiring functions for assigned staff; involved as a member of the hiring team.
- Plans and organizes staff workloads and assignments; approves time-off requests, and authorizes overtime for assigned staff.
- Trains, coaches, motivates, and evaluates assigned staff; identifies training needs related to assigned areas of responsibility; prepares training materials; reviews work and provides direction and guidance as needed.
- Provides administrative, technical, and analytical support to special projects as directed by the Finance Manager; researches, compiles, and analyzes information to evaluate issues, identify trends, and make recommendations for department process, policy, and service delivery improvement; prepares documents, communications and reports related to findings and recommendations.
- Provides administrative and technical support for department strategic and financial planning; uses basic statistical and evaluative techniques to identify methods for attaining department goals and objectives where required or as directed by the Finance Manager.
- Assists in the preparation and development of department budget; monitors assigned operating budgets; reviews payments and purchases and ensures compliance with applicable policies.
- Coordinates assigned procurement processes; assists with drafting and disseminating bids, requests for proposals, and other procurement documents related to assigned areas of responsibility in accordance with City policy.
- Responds to inquiries and complaints by general public in a professional, respectful, and courteous manner; provides information and resolves customer service escalations.
- Reports to work on time and as scheduled.
- Performs other duties as needed or assigned.

Standardized Essential Duties:

- Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.
- Communicates and reinforces organizational culture and values.
- Maintains maximum security over confidential information and materials.
- Recognizes situations which are beyond his/her limits and directs them to the appropriate person.
- Maintains ongoing communication with manager, informing him/her of all pertinent problems, irregularities, new developments, changes and other important information within area of responsibility.
- Maintains positive relationships and a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials, and members of the media to ensure customer service standards are consistently practiced.
- Complies with City policies and procedures.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Knowledge and skills typically acquired through completion of an associate's degree in business administration or a related field and at least three (3) years of progressively responsible experience in office/business management or operations, including at least one (1) year of supervisory experience.
- Five (5) years of progressively responsible office/administrative or operations experience in a public sector environment may substitute for the education requirement.
- A bachelor's degree in business administration, public administration, or a related field is strongly preferred.

Knowledge of

- Policies, procedures, ordinances, laws, policies, and best practices related to public sector customer service, parking enforcement, cash handling, and relevant licensing and permitting, or the ability to learn.
- Business English, grammar, and punctuation.
- Administrative and supervisory best practices and techniques.
- Microsoft Office software, including Word, Excel, and PowerPoint, and the ability to learn other software as required.

Skills

- Excellent written and verbal communication skills.
- Outstanding customer service skills.
- Demonstrated organizational and time management skills.
- Interpreting, applying, and explaining rules, regulations, policies, and procedures.
- Recommending, developing, implementing, and revising policies and procedures.

Ability to

- Prepare and present technical and non-technical reports orally and in writing.
- Prepare professional documents and reports.
- Successfully manage several tasks or projects simultaneously.
- Work productively and calmly under stress and in possible emergency situations.
- Understand and comply with State laws and municipal ordinances.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Customer Service & Parking Enforcement Supervisor

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- Maintain confidentiality.
- Prioritize requests from the public and staff.
- Uphold the highest standards of competency, professionalism, and integrity in all work, demeanor, and in communication with others.
- Supervise, coach and train staff.
- Establish and maintain effective working relationships with supervisors, employees, and others.
- Work independently and with minimal supervision.
- Attend and participate in professional group meetings; stay current with trends and innovations in areas of assigned work.
- Work outside in various weather conditions.

Licenses, Certifications and Memberships Required

- Must possess a valid Illinois driver's license and have the ability to operate a motor vehicle within fifteen (15) days of employment.

Job Dimensions

- Requires making decisions that govern the activities of others; decisions impact service provision to both internal and external customers.

Contacts: Internal/External

- Daily contact occurs with City staff, businesses, and members of the public. Contacts may require some level of persuasion, and the potential for conflicts and disputes exists. Interactions are moderately structured and routine and may require explanation of complex concepts or interpretation of City policies. Interactions require maturity, patience, and emotional intelligence.

Supervision received

- The employee operates under the general direction of the Finance Manager. Receives guidance in terms of broad goals and overall objectives and is responsible for establishing the methods to attain them. May formulate policy for the assigned area of responsibility but does not necessarily have final authority for approving policy.

Level and complexity of supervision exercised

- The position supervises Customer Service and Parking Enforcement staff.

Security Level

- Level **PII**: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive AND/OR access to and responsibility for information related to the City's finances.
- Level **MVR**: essential functions require frequent use of City vehicles.

Supplemental Information

Physical Demands and Working Conditions

- **Physical Demands:** Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 25 pounds; to lift and carry objects weighing up to 25 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel, and/or crouch to retrieve files and other items.
- **Working Conditions:** This position requires the ability to work in both a standard office setting and in the field with Parking Enforcement staff. The work requires sitting and/or standing for prolonged periods of time, walking and frequent interaction with others, both in person and on the phone. Also requires ability to work outside in a variety of weather conditions. Work environment is both formal and informal, team- and autonomy-oriented, having variable tasks, pace and pressure. May require occasional evening or weekend hours.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction.

The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

New class: September 25, 2024

For HR/Finance Use

Job Class Code	Pay Grade
	111
EEO Category	LVL



ASSISTANT TO THE INVESTIGATIONS LIEUTENANT

JOB DESCRIPTION

Department: Police	Division: Investigations
Work Location: Urbana City Hally Building	Percent Time: Regular, 100%
Job Type: Appointed Civil Service	FLSA Status: Non-Exempt
Reports To: Investigations Lieutenant	Union: Non-Union

JOB SUMMARY

~~How This Position Supports the City of Urbana:~~

This non-sworn position works under general ~~supervision~~~~direction~~ and performs complex and highly confidential administrative functions to support the Criminal Investigations Division (CID) Lieutenant and CID staff. The incumbent performs a variety of routine and complex clerical and administrative work in keeping official records, providing administrative support, and assisting in the administration of the standard operating policies and procedures of the Urbana Police Department. Supports the relationship between the City of Urbana and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

Scope:

This position is characterized by the performance of highly specialized and responsible office duties requiring extensive related experience, thorough knowledge of the methods and procedures applicable to the assignment, and the exercise of considerable discretion and responsible decision-making in performing work. Incumbents in this class perform tasks which include the application and explanation of complex policies, regulations and guidelines where interpretation and independent judgment are required. Some assignments may also require the integration of technical knowledge with advanced interpersonal and communication skills. Handles and processes confidential and/or sensitive information requiring the use of discretion.

KEY-ESSENTIAL FUNCTIONS

1. Administrative Support

Provides direct, confidential administrative support to the Investigative Lieutenant and division staff by performing clerical, technical, and administrative duties, including data entry, record keeping, records research, and preparing and processing documents. For example:

- ~~Coordinates division workflow by applying~~~~Applies~~ specific knowledge of department policies and procedures in order to organize and coordinate work; exercises initiative and independent judgment in performing administrative duties; applies judgment to resolving problems, analyzing data, and making decisions; ensures the effective communication of operational information.
- Uses knowledge of various resources (e.g., ~~Tyler RMS~~~~ARMS~~, JANO, CAD, LEADS, ~~New Work~~~~etc.~~) to obtain information relevant to active cases. Maintains proficiency with Microsoft Office software suite and modern office management practices.

- c. Accurately enters data and transcribes witness, victim and suspect taped statements.
- d. Responds to inquiries from other departments, organizations, public agencies, media and the general public in a courteous and professional manner within scope of authority; may field high volumes of inquiries at times.
- e. Creates dispatch tickets/assign case numbers for investigators through the CAD system.
- f. Maintains and updates UPD Range Score records for current, retired and separated officers by entering data, running queries, and maintaining current contact information. Creates concealed carry identification cards and maintained these records in ARMS in case of inquiry by an outside law enforcement agency.
- g. Activates/resets LEADS passwords for investigators.
- h. Processes and enters payroll information as required; reviews for accuracy.
h.

2. Records/Case Management

- a. Maintains the ~~Notable Case Log~~, Parolee/Probation List, Overdose List, Use of Force, Shootings Summary, Juvenile Reports, Runaway Reports.
- b. ~~Uses training and experience in area of assignment to review~~ Reviews and processes files and documents. Establishes and maintains physical and computer files so that case materials can be filed and retrieved in an orderly fashion.
- c. Coordinates all open case files by assigning follow-up to officers, communicating with the Evidence Technician regarding evidence requiring testing, and forwarding reports to other agencies in a timely manner.
- d. Ensures cases for correct category status. Reviews status periodically and forwards to the CID Lieutenant or Sergeant for further review as necessary.
- e. Updates records, processes information, adds supplemental materials and responds to requests for information in a timely manner. Scans and converts hard copy records into searchable PDF documents.
- f. Maintains security for files and records containing highly confidential information.
- g. Closes case files upon completion of investigation. Scans and archives case materials.

3. Freedom of Information Act (FOIA) Requests

- a. Gathers information from case files; uses independent judgment to assess for sensitive/non-releasable information and forwards matters to other divisions as appropriate within the timeframes established by statute.
- b. Responds to requestor in a timely manner and maintains status log.
- c. Maintains knowledge of current Illinois FOIA regulations and requirements; attends training as provided by the division.

4. Report Management

- a. Enters data and retrieves information to perform research; responds to requests for information.
- b. Collects statistical data and compiles data for reports.

- c. Receives and transmits information to and from other agencies.
- d. Reviews reports for accuracy; corrects errors or forwards to appropriate party for correction.
- ~~e.~~ Redacts sensitive/confidential information from reports prior to distribution, requiring independent judgment and knowledge of relevant policies, procedures and laws.
- ~~Responsible for reviewing~~ Reviews reports for accuracy; ~~errors are either corrected by incumbent or forwarded~~ corrects or forwards errors to the officer or Police Services Representative for correction. Tracks errors made by the PSRs and forwards information to the ~~PSR Coordinator and Services Lieutenant~~ or Supervisor to be used for training and evaluation.
- ~~e.f.~~ _____

5. Other

- a. ~~Up~~holds and supports the mission and values of the department and City.
- ~~a.b.~~ b. Gathers information needed for background investigations for job candidates.
- ~~b.c.~~ c. ~~Trains~~ Assists with training PSRs on job duties for cross-training; tracks report errors and forwards information to supervisor for training and evaluation purposes.
- ~~e.d.~~ d. Provides back-up support to front desk ~~personnel~~ staff as required.
- ~~d.e.~~ e. Performs other related duties as assigned.

JOB REQUIREMENTSFACTORS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- High school diploma, GED or equivalent.
- Four (4) years of progressively responsible administrative/clerical experience; this includes significant responsibility working with confidential information.

DesiredPreferred Qualifications:

- Associate degree from an accredited college with major course work in Business Administration, Office Administration, or related field.
- ~~Experience in a law enforcement, justice systems,~~ or related setting.
- ~~Experience as a Police Services Representative at the City of Urbana is highly preferred.~~
- _____

Knowledge:

The level of knowledge for the areas listed below is assumed to be at a working level unless otherwise noted. Working knowledge is defined as the ability to readily apply commonly used information. This typically requires demonstrated competence in applying general principles and practices applicable to the specialty.

- ~~Correct Business~~ English grammar, spelling, and punctuation ~~usage, including spelling, grammar, punctuation, and vocabulary.~~
- Office practices and procedures; quality service principles and practices.
- Thorough knowledge of departmental rules, regulations and procedures. Thorough knowledge demonstrates a complete and detailed understanding of all aspects of the specialty area.

- Ordinances, statutes, laws, general orders, policies and procedures related to classifying, indexing, processing, storing, retrieving, and controlling records and documents used in law enforcement.
- Applicable laws, rules, ordinances and regulations, including maintaining confidentiality of sensitive information.
- Techniques for effectively representing the City, and dealing with a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

Skills in:

- ~~Organization and time managements skills, to include ing work,~~ setting priorities, meeting critical deadlines, and following up on assignments with a ~~minimal num of~~ direction.
- ~~Applying logical~~ **Critical** thinking to solve problems or accomplish tasks and to understand, interpret, and communicate complicated policies, procedures, and protocols.
- ~~Attention to detail, to include A~~ accurately proofreading ~~copy with accompanying knowledge of grammar, punctuation, and spelling reports and correspondence.~~
- Preparing clear and concise reports, correspondence, and other written materials.
- Organizing, processing, and maintaining information and documents in an orderly fashion.
- ~~Outstanding customer service skills; ability to r~~ **Responding** courteously and informatively to citizen requests for services, information, and problems of concern.
- ~~Excellent writing, grammatical, and usage skills.~~
- Excellent interpersonal skills.
- Proficiency with Microsoft Office software.

Ability to

- ~~Relieve a professional of administrative details with a minimum of supervision. Maintain macimum~~ **maximum security of confidential information and materials.**
- Learn ~~C:~~ City policies and procedures; policies, rules and regulations governing the conduct and safety of police records; quality and security standards for police records; federal and state rules and regulations; standards and protocols for release of information.
- Type at a speed necessary for successful job performance.
- Become proficient in the use of computer software for the keeping, tracking and presentation of information concerning on-going investigations.
- Communicate clearly and effectively, both orally and in writing.
- Monitor police radio and responds to Police Officer requests for information and assistance according to established procedures, using specific police terminology, as appropriate;
- ~~Prioritize assignments to complete work in a timely manner and work independently in absence of supervision.~~
- ~~Learn and adapt to varying computer programs.~~
- Respond to internal and external inquiries with professionalism and courtesy.
-

Computer Programs Used

~~A.R.M.S. 400 & ARMS Easy; LEADS 2000 and receiver programs; CAD Lookup and METNOTES; A.R.M.S. Tyler RMS Field Reporting; New World; JANO; RVI 8; Microsoft Office Suite, particularly Word, Excel, Access; Creator Platinum; Start-Stop™ PowerPlay.~~

Additional Qualifications Licenses and Certifications Required

- ~~• Requires successful completion of a comprehensive background investigation.~~
- Must obtain certifications as LEADS user within three (3) months of hire.

Supervision Received

- General supervision is exercised by the Investigations Lieutenant. After initial orientation, the incumbent is expected to work independently, developing procedures for performance of a variety of duties and performing complex duties within established policy guidelines.

Level and complexity of the supervision exercised

- This position is not responsible for supervising any staff positions.

Security Level

- PII: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive AND/OR access to and responsibility for information related to the City's finances.
- CJIS: essential functions require unescorted access to unencrypted criminal justice information or unescorted access to physically secure locations or controlled areas (during times of CJI processing) (CJIS).

Analytical skill required

- ~~• The job requires the ability to analyze reports and cases for information not releasable under FOIA.~~

Level and budget volume (dollar amount) of financial responsibility/accountability

- ~~• This position is not responsible for budgetary or purchasing decisions.~~

Impact of actions carried by this position

- ~~• Release of sensitive/confidential information (e.g., crime victims, juvenile offenders) could create significant liability and/or embarrassment for the City.~~
- ~~• Entering incorrect information could create significant public safety and/or liability issues for UPD officers and the public.~~

The scope of the human resources impact of this position

- ~~• Responsible for reviewing reports for accuracy; errors are either corrected by incumbent or forwarded to the officer or Police Services Representative for correction. Tracks errors made by the PSRs and forwards information to the PSR Coordinator and Services Lieutenant to be used for training and evaluation.~~

Level and nature of the INTERNAL contactsContacts: Internal/External

- The incumbent has regular contact with CID and Services staff. In addition, the incumbent maintains regular contact with Police Administration, City Clerk's office and Legal Division staff.

Level and nature of the EXTERNAL contacts

- Media outlets, law enforcement organizations, related agencies, and the general public.

Work Hours and Environment, Physical Requirements, and Additional InformationPhysical Demands and Working Conditions

- Typical work schedule is Monday through Friday, but hours may vary with workload. Occasionally may be required to work overtime, dependent on staffing needs. Work is typically performed in a normal and sometimes hectic office environment; ~~incumbent may be required to sit or stand for long periods and occasionally reach, bend, stoop, and retrieve, lift, and carry boxes of records weighing up to 25 pounds where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.~~
- Vision sufficient to read computer screens and printed documents. Hearing sufficient to hear conversations in-person and over the telephone. Speech sufficient to make oneself heard and understood in person, in front of groups, in meetings, and over the telephone. Dexterity sufficient to safely operate office equipment including computers.
- ~~Ability to lift up to 20 pound boxes of records.~~

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

New class: May 24, 2017

For HR/Finance Use

Title Code	Pay Grade
4333	<u>106233</u>
EEO Category	LVL
6—Administrative Support	