

**Office of Executive Inspector General  
Chicago or Springfield Division  
Position Description  
Administrative Assistant – Complaints & Compliance**

Posting Date: March 18, 2019  
Posting Close Date: Open until position is filled  
Salary Range: \$2,500 to \$5,000 Monthly

**POSITION SUMMARY:** Subject to supervision of management staff of the Office of Executive Inspector General (OEIG), serves as Administrative Assistant. The incumbent is responsible for performing a variety of highly professional, administrative, and confidential duties, including answering the telephone, preparing correspondence, copying and distributing documents, creating a variety of documents, and providing general office assistance such as file and record maintenance. This position involves working with information of an extremely sensitive and confidential nature.

**ESSENTIAL RESPONSIBILITIES:**

1. Responsible for answering telephone calls, directing calls to staff, and taking messages; exercising judgment and discretion in referring callers to appropriate staff depending on nature of call; independently responding to routine, procedural inquiries about OEIG programs and operations; greeting visitors to the office and directing them to appropriate staff offices or meeting locations.
2. Assists with the initial complaint review process, ensuring that all complaints are entered timely and accurately in the database. Opens and prepares case files from complaints received via in-person delivery, hotline, website, fax, referrals, or other means. Responsible for forwarding incoming complaints that need immediate attention.
3. Provides clerical support and maintains various files, records and logs for supervisors, maintains calendars and coordinates meetings and appointments. Makes travel arrangements as required.
4. Develops, types, edits, proofreads and distributes original correspondence, reports, charts and memoranda; maintains electronic and hard copy files of documents.
5. Assists with file maintenance and organization; makes copies and distributes documentation as directed.
6. Answers hotline calls, documenting requisite information associated with the complaints, and entering information into a log which records all calls.
7. Assists with the coordination and tracking of investigative files.
8. Maintains and updates the OEIG's internal library with relevant state agency policies and procedures.

**ADDITIONAL RESPONSIBILITIES:** Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

**REPORTS TO:** Management Staff of the Office of Executive Inspector General

**SUBORDINATE POSITIONS:** None

**MINIMUM REQUIREMENTS:**

- high school diploma or demonstrated knowledge, skill, mental development and equivalent experience to four years of high school;
- minimum of two years of college or business education is desirable;
- prior administrative experience in a public or private organization;
- ability to complete projects with short deadlines;
- ability to balance multiple concurrent priorities;

- strong organizational skills;
- high personal ethical standards due to content of work materials;
- ability to travel, including overnight;
- demonstrated knowledge of Microsoft Office Suite (Excel, Word, Outlook) and internet applications; and
- ability to communicate clearly and concisely, orally and in writing, and the ability to interact professionally with others.

**JOB STATUS:** Full-time, FLSA non-exempt. This position is exempt from the provisions of the State of Illinois Personnel Code.

**PHYSICAL FACTORS:** Duties are generally performed in an office setting and typically includes:

- sitting for extended periods of time;
- using personal computer, photocopier, facsimile, telephone, and teleconference equipment;
- handling and transporting documents weighing up to 30 lbs.; and
- standing, reaching, and bending at the waist or bending of the legs.

**LOCATION:** The position is located in our Chicago office at 69 W. Washington Street.

#### **HOW TO APPLY:**

(The OEIG is a non-code state agency.)

Applicants should select the employment tab on our website at [www.inspectorgeneral.illinois.gov](http://www.inspectorgeneral.illinois.gov) and click the “apply for open position” link and follow the instructions for applying.

**The OEIG is an Equal Opportunity Employer and provides reasonable accommodation to applicants and employees with disabilities.**