

**Office of Executive Inspector General
Chicago Division**

**Position Description
Administrative Assistant – Complaints & Compliance**

**Posting Date: Wednesday, September 15, 2021
Posting Close Date: Wednesday, September 29, 2021
Salary Range: \$3,333.50 - \$4,583.50/mo
(\$40,000 – \$55,000/yr)**

POSITION SUMMARY: Subject to supervision of the Deputy Inspector General – Complaints & Compliance (C&C) and/or C&C Administrative Supervisor, serves as Administrative Assistant. The incumbent is responsible for performing a variety of highly professional, administrative, and confidential duties, including interfacing with the public regarding complaints filed with the OEIG; receiving, processing, and responding to confidential complaints by telephone, email, and mail; preparing correspondence, copying and distributing documents; and providing general office assistance such as file and record maintenance. This position requires particular attention to detail and involves working with information of an extremely sensitive and confidential nature.

ESSENTIAL RESPONSIBILITIES:

1. Answers hotline calls, collecting detailed information from complainants, documenting requisite information associated with the complaints, and ensuring that all complaints are entered timely and accurately into the Office of Executive Inspector General's (OEIG) database. Opens and prepares case files from complaints received via in-person delivery, hotline, website, fax, referrals, or other means. Responsible for identifying and forwarding incoming complaints that need immediate attention.
2. As needed, communicates with complainants to obtain additional information and/or to communicate how the OEIG addresses complaints.
3. Responsible for answering additional telephone calls, providing appropriate assistance to the public, including 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; and greeting visitors to the office and directing them to appropriate staff offices or meeting locations.
4. Develops, types, edits, proofreads and distributes original correspondence, reports, charts and memoranda; ensures copies of such documents are preserved when necessary.
5. Provides clerical support and maintains various files, records, and logs; maintains calendars; and coordinates meetings and appointments.
6. Assists with file maintenance and organization; makes copies and distributes documentation as directed.
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, as needed.

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

REPORTS TO: Deputy Inspector General – Complaints & Compliance and/or C&C Administrative Supervisor

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

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.