

VILLAGE OF TOLONO
Job Description – Administrative Assistant

Revised 2026

THIS POSITION IS NOT CATEGORIZED AS A MUNICIPAL OFFICER

Job Title: Administrative Assistant

Supervisor: Office Manager (with work coordination from Village President on assigned matters)

Department: Village Office

FLSA Status: Non-Exempt

Job Type: Full Time, At Will

Job Location: Tolono, Illinois

Introductory / Probationary Period: 6 Months

Residency Requirement: None

FTE: 1.0

Pay: Minimum \$23.50/hour (DOQ)

SUMMARY

Under the direction of the Office Manager, and in coordination with the Village President on assigned matters, this position performs a broad range of responsible administrative, executive support, customer service, records management, accounts receivable, payroll support, and project coordination duties for the Village of Tolono. This position requires professionalism, discretion, strong written and verbal communication skills, sound judgment, and the ability to work effectively with limited on-site supervision. The Administrative Assistant plays a key role in supporting the day-to-day operations of the Village Office, coordinating internal and external communications, maintaining records and workflows, and assisting with special projects and administrative initiatives. The position interacts regularly with the Village President, Village Board, department heads, residents, contractors, consultants, and other governmental entities, and must represent the Village in a professional and courteous manner at all times. This position may take on increased administrative responsibilities over time and may serve as a developmental role for broader municipal office operations.

PRIMARY DUTIES & RESPONSIBILITIES

Administrative Operations & Coordination

- Serves as a primary point of contact for residents, visitors, vendors, and partner agencies by phone, email, and in person; provides accurate general information and routes inquiries appropriately.
- Maintains organized physical and electronic records, files, and tracking systems related to Village operations.
- Tracks assignments, deadlines, and follow-up items to help ensure timely completion of tasks and projects.
- Assists in maintaining office procedures and contributes to improving administrative workflows and efficiency.
- Adheres to established internal controls, financial procedures, and separation of duties requirements in the performance of assigned responsibilities.

Executive & Project Support

- Assists the Village President and Office Manager with special projects, research, reports, outreach efforts, and administrative initiatives.
- Coordinates meetings with property owners, developers, contractors, consultants, legislative offices, and other governmental agencies.
- Schedules and maintains calendars, appointments, conferences, and meetings for Village leadership and boards/commissions as assigned.
- Prepares materials, gathers background information, and tracks follow-up items related to meetings and projects.

Communications & Correspondence

- Drafts, edits, formats, and proofreads professional correspondence, memoranda, emails, notices, and other written materials for internal and external audiences.
- Distributes incoming correspondence and ensures timely routing to appropriate officials.
- Assists with communication and coordination between departments, elected officials, and external stakeholders.
- Assists with website updates, social media communications, and emergency alert systems as assigned.
- Board, Public Meeting & Compliance Support
- Assists with preparation and distribution of Board meeting materials, including agendas and board packets.
- Posts meeting notices and agendas in compliance with applicable requirements.
- Maintains records related to Board actions, ordinances, and resolutions as assigned.
- Assists with Freedom of Information Act (FOIA) and Open Meetings Act (OMA) administrative processes as directed.

Permits, Records & Regulatory Support

- Facilitates the intake, tracking, and processing of permits and applications (e.g., building, special use, mobile vendors, golf cart, raffle, solicitor, and similar permits).
- Maintains accurate records related to permits, payments, and departmental documentation.
- Coordinates with appropriate departments to ensure proper routing and processing.

Finance & Administrative Support

- Serves as the primary staff member responsible for accounts receivable functions, including receiving payments, issuing receipts, maintaining accurate payment records, and preparing and processing deposits to Village financial institutions in accordance with established procedures and internal controls.
- Maintains detailed and accurate documentation of all receipts, transactions, and deposits to support audit and reconciliation processes.
- Coordinates with the Office Manager and Treasurer to ensure proper tracking, reporting, and reconciliation of financial transactions.
- Assists with payroll processing, including data entry, record maintenance, and coordination with the Treasurer and Village President.
- Maintains familiarity with accounts payable processes and may provide limited support or authorized coverage functions during the absence of the Office Manager, consistent with internal controls, approved procedures, and Village policy; however, the Office Manager remains the primary staff member responsible for routine accounts payable administration.
- Assists with preparation and organization of financial records and documentation for audits, reporting, and administrative review as assigned.

Public Relations & Customer Service

- Provides professional, courteous, and responsive service to the public while exercising sound judgment and discretion.
- Handles routine inquiries and escalates complex, sensitive, or policy-related issues appropriately.
- Maintains positive working relationships with residents, officials, and external partners.

Confidentiality & Professional Responsibility

- Maintains strict confidentiality of personnel, payroll, legal, financial, and executive information.
- Exercises sound judgment in handling sensitive matters and internal communications.
- Demonstrates professionalism, integrity, and ethical conduct at all times.

Other Duties

- Performs other duties as assigned that are reasonably within the scope of the position.

QUALIFICATIONS

General Requirements

- To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below represent the knowledge, skill, and/or ability required.
- Employment may be contingent upon successful completion of a criminal background check, drug screening, and credit history review where applicable.

Education & Experience – Minimum Qualifications

- High school diploma or GED.
- At least three (3) years of progressively responsible experience in administrative support, office operations, or customer service within a professional, regulated, or multi-stakeholder environment, including but not limited to insurance, healthcare, higher education administration, financial services, legal support, government operations, or a related field.
- Demonstrated experience handling confidential information and maintaining accurate records.
- Demonstrated proficiency with Microsoft Office applications.

Education & Experience – Preferred Qualifications

- Associate or bachelor's degree.
- Experience in municipal government, public administration, insurance operations, healthcare administration, higher education administration, payroll processing, accounts payable, executive administrative support, or a related professional or regulated field.
- Experience preparing professional correspondence and coordinating meetings across multiple stakeholders.
- Experience working independently in a deadline-driven environment.
- Working knowledge of FOIA, OMA, or public meeting procedures.

Certificates, Licenses, Registrations

- Valid Illinois driver's license with a safe driving record.
- Proof of insurability.
- Compliance with Village policies regarding drug and alcohol testing.

KNOWLEDGE, SKILLS & ABILITIES

The following knowledge, skills, and abilities are essential to the successful performance of this position:

Required Competencies

- Strong written and verbal communication skills suitable for professional and governmental correspondence.
- Ability to organize, prioritize, and manage multiple assignments with competing deadlines.
- Ability to work independently and exercise sound judgment with minimal supervision.
- Ability to maintain strict confidentiality and handle sensitive information appropriately.
- Ability to establish and maintain effective working relationships with elected officials, staff, residents, and external stakeholders.
- Ability to gather information, identify issues, and appropriately elevate matters for decision-making.
- Ability to support administrative processes including records management, payroll support, meeting

coordination, workflow tracking, and accounts receivable processing.

- Understanding of, or ability to learn, basic internal control practices, including separation of duties in financial processes.
- Ability to contribute to process improvements and administrative efficiency.
- Proficiency in Microsoft Office Suite and ability to learn municipal software systems (e.g., payroll, accounting, website management).
- Knowledge of modern office practices, procedures, and recordkeeping.
- Basic understanding of financial recordkeeping and administrative support functions.

Preferred Knowledge

- Knowledge of FOIA and Open Meetings Act requirements is preferred.

INTRODUCTORY/PROBATIONARY PERIOD

- This position is subject to a six (6) month introductory (probationary) period. During this time, the employee's performance, work habits, and overall suitability for the position will be evaluated.
- Successful completion of the introductory period does not alter the at-will nature of employment. The Village reserves the right to extend the introductory period when deemed appropriate based on performance, training needs, or operational considerations.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Duties are primarily performed in an office setting and include sitting for extended periods, use of hands for computer and document handling, and clear communication through speaking and hearing.
- The position may occasionally require standing, walking, reaching, and lifting or carrying materials up to approximately 25 pounds. Reasonable accommodations may be made to enable qualified individuals to perform the essential functions.

WORK ENVIRONMENT

- Work is performed in a public office environment with frequent interaction with residents and staff. The environment is generally quiet to moderately busy. Occasional evening or weekend work may be required with advance notice.

DISCLAIMER

- This job description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. The Village reserves the right to modify this job description as needed.
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.
- **Selection Process:** Candidates will be required to complete a formal application and participate in structured interviews. Candidates selected for interviews will be required to complete job-related skills assessments and undergo evaluation of education and experience. Final candidates will be required to participate in reference checks and may be subject to background verification processes, including a criminal background check, as determined appropriate by the Village.