



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ADMINISTRATIVE SERVICES MANAGER
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for managing and coordinating the administrative services of the department to include payroll, training, employee relations and performance management. This position is also responsible for budget coordination, program auditing, and the development and implementation of policies and procedures for administrative and operational activities to enhance efficiency and streamline work processes. Reports to the Director of Parks, Recreation and Tourism.

ESSENTIAL JOB FUNCTIONS

Responsible for the effective supervision and administration of the administrative services of the department, including budget preparation and monitoring, purchasing and financial transactions, performance management, employee relations, prioritizing and assigning work and related activities. Advises department managers on financial and budgetary matters; conducts financial audits for department programs and assists with preparing short and long term expenditure recommendations.

Consults with and advises management on personnel matters; provides guidance to supervisors in the department with respect to evaluating, counseling, motivating, and disciplining employees; investigates employee disputes and alleged standards of conduct violations and recommends methods for resolution; evaluates department-wide recruitment efforts and serves as liaison with the Human Resources Department; responsible for maintaining departmental personnel records. Monitors eligibility and prepares documentation for pay adjustments, coordinates and oversees the department's payroll activities.

Oversees the department's training and development efforts to include conducting training curriculum based on training needs for departmental employee in the areas of regulatory compliance, professional development, leadership and skill development. Monitors all applicable employee certifications and professional licensure requirements and ensures they are maintained by staff.

Participates in the research, development and implementation of strategic initiatives; assists with developing and coordinating implementation of departmental policies and procedures; coordinates systematic programs for administrative and operational activities to enhance efficiency, streamline work processes, and improve employee productivity.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Resources - Knowledge of human resources and modern business principles, theories and practices to include FLSA, FMLA, ADA and related laws and regulations. General knowledge of organizational development including training principles and practices. Knowledge of recruitment, selection, and utilization of an enterprise resource planning (ERP) system.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Payroll - Knowledge of payroll practices to ensure accuracy and appropriateness of all transactions, to include compliance with policies and operational requirements.
- Strategic Planning - Knowledge of strategic planning principles and theories to ensure competitive advantage.

REQUIRED SKILLS

- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- Financial Management - Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Public Administration, Business Administration, Human Resources, or a related field and 5-7 years of related experience with 2-3 years of supervisory and management experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background investigation to include a local and state criminal history check, sex offender registry check as well as a valid driver's license with an acceptable driving record.

PHYSICAL AND DEXTERITY REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally

ENVIRONMENTAL HAZARDS

Essential functions are regularly performed without exposure to adverse environmental conditions.