



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**ADMINISTRATIVE COORDINATOR**  
(ANIMAL SHELTER)  
PARKS, RECREATION & TOURISM

Human Resources Department  
700 Town Center Drive, Suite 200  
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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for coordinating complex administrative responsibilities and functions for the Peninsula Regional Animal Shelter. Reports to the Animal Shelter Manager.

## **ESSENTIAL JOB FUNCTIONS**

Coordinates the administrative operations and workflow for the department. Performs complex administrative support work that requires interpretation and judgment to include creating correspondence, spreadsheets, reports, processes, budget preparation and monitoring. Assists the department's Personnel Coordinator with timesheets and related payroll functions.

Responsible for the effective supervision and administration of the division's administrative support staff including leave approval, maintaining personnel files, performance management, employee relations, prioritizing and assigning work and related activities.

Coordinates, processes, and records financial and budget information and transactions for department. Maintains office and equipment inventories, orders supplies, receives shipping slips and ensures payment of bills; negotiates solutions with vendors as appropriate. Coordinates service contracts, maintenance contracts, scheduling of preventative maintenance and other operational functions.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. Screens and responds to inquiries and complaints regarding merchandise, animal adoptions, facility programs and events; provides information on policies and procedures.

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**

- Office Administration - Thorough knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

### **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.
- Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees and the public. Effectively handles customer's inquiries, complaints or disputes.
- Judgment/Decision Making – Evaluates the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.

### **REQUIRED ABILITIES**

- Accounting/Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.
- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Provides a broad range of supervisory responsibilities over others.
- Communication – Excellent ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact, diplomacy and in a confidential manner.

### **EDUCATION AND EXPERIENCE**

Requires an Associate's Degree and 3 – 5 years of progressively responsible administrative support experience including 1 – 2 years of supervisory 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 and sex offender registry check as well as a valid driver's license with an acceptable driving record.

### **PHYSICAL 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 EXPOSURES**

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