



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

## JOB DESCRIPTION ADMINISTRATIVE ASSISTANT PLANNING

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

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### GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position performs routine to difficult administrative support and related functions. Reports to the Senior Administrative Coordinator.

There are two (2) levels of Administrative Assistant distinguished by the type and level of work performed and the qualifications of the employee.

### ESSENTIAL JOB FUNCTIONS

Performs administrative support work for the City's Planning Commission such as preparing agendas and minutes, packages, advertising, and notifications as well as word processing, creating spreadsheets, customer correspondence, data entry or retrieval, and functions that may require interpretation, judgment and determining appropriate processes to be used. Reviews forms, data and other information to ensure accuracy and conformance to established procedures and/or policies.

Performs advanced administrative support functions such as compiling, posting or recording information from a variety of sources that usually involves calculations, research and verification of information. Purchases office supplies.

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; provides information on policies and procedures.

Plans, coordinates and prepares agenda, memos and minutes for City Council as well as various boards, committees, commissions and special projects; makes necessary meeting arrangements; attends meetings to record the minutes. Develops and maintains accountability systems for assignments, responses, replies, and other actions.

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 – Knowledge of office systems, practices, procedures and administration.

- Technology - Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.

### **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 inquiries, complaints from or disputes with customers.
- Time Management - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

### **REQUIRED ABILITIES**

- Judgment/Decision Making - Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- 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 and diplomacy and in a confidential manner.
- Mathematics - Ability to perform basic arithmetic functions.

### **EDUCATION AND EXPERIENCE**

**Administrative Assistant I** - A High School Diploma and 1-2 years of related experience or an equivalent combination of education and experience.

**Administrative Assistant II** - A High School Diploma and 3-5 years of related experience or an equivalent combination of education and experience.

### **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and 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.