



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**ADMINISTRATIVE ASSISTANT, SENIOR**  
VEHICLE AND EQUIPMENT SERVICES

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 is responsible for a variety of routine to difficult office management, administrative support and related functions in support of the department. Reports to the Administrative Manager.

## **ESSENTIAL JOB FUNCTIONS**

Performs administrative support work such as word processing, creating spreadsheets, data entry and 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 policies.

Processes vehicle title and registration requests with the Department of Motor Vehicles to include updating the computer vehicle inventory system, maintaining required records, and processing vehicle disposals. Orders supplies for the State Inspection program; oversees the issuance and accountability of inspection stickers and decals; completes required reports.

Compiles division payroll from weekly time sheets received; enters payroll into the computerized system in accordance with established procedures and deadlines; computes any salary changes or adjustments and retroactive pay according to established policies and procedures.

Performs complex administrative support functions such as compiling, posting or recording information from a variety of sources that usually involves calculations, research and verification of information. Functions may include completing forms, reports, questionnaires and other similar documents.

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.

- Payroll - Knowledge of payroll methods, practices, and terminology to ensure accuracy and appropriateness of all transactions and compliance with the Fair Labor Standards Act (FLSA) and applicable labor laws.
- 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 - Develops and maintains cooperative and professional relationships with employees and the public. Effectively handles inquiries, complaints from or disputes with customers or employees.
- Time Management - Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

### **REQUIRED ABILITIES**

- Communication - Ability to communicate ideas effectively, including the preparation of reports and logs. 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 in a confidential manner.
- Judgment and Decision Making - Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- 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.

### **EDUCATION AND EXPERIENCE**

Requires a high school diploma and 5 - 7 years of administrative support 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.

### **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.