



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
CLERICAL AIDE
(Animal Shelter)
PARKS, RECREATION & 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 close supervision, this position performs routine administrative duties. Reports to an Accountant Specialist.

ESSENTIAL JOB FUNCTIONS

Performs routine administrative support work such as filing, word processing, creating spreadsheets, point of sale, and data entry or retrieval. Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. Assist patrons with completion of the adoption process.

Assists with answering the telephone; ascertaining the nature of call and referring to appropriate individual or provides appropriate assistance based on knowledge of situation or researches to obtain more complete information.

Operates standard office equipment to include computers, copiers, fax, and scanners.

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. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Customer Service - 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 – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Communication – Ability to communicate effectively verbally and in writing so others will understand. Ability to listen and understand information and ideas being presented verbally and in writing.
- Time Management – Ability to plan and organize daily work routine. Ability to establish priorities for the completion of work in accordance with sound time-management methodology.

EDUCATION AND EXPERIENCE

Must be 16 years old.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history and sex offender registry 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. Exposure to animal dander and animals in general.