



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
**ADMINISTRATIVE COORDINATOR,
SENIOR**

(RECREATION PROGRAMS DIVISION) Human Resources Department
PARKS, RECREATION AND TOURISM 700 Town Center Drive, Suite 200
Newport News, VA 23606

Phone: (757) 926-1800

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GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, responsible for coordinating complex administrative responsibilities and functions for the Recreation Programs Division. Reports to the Recreation Program Superintendent.

ESSENTIAL JOB FUNCTIONS

Oversees and coordinates the administrative operations and workflow for the division. Performs complex administrative support work that requires interpretation and judgment. Plans, coordinates and prepares agenda, memos and minutes for various meetings; makes necessary meeting arrangements; attends meetings to record the minutes.

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

Assists with processing financial information and transactions to include revenue collections for the City's licensed child care facilities; tracks late payments, late fees and insufficient fund collections; institutes program suspensions when necessary; manages social services payments, invoices, authorizations and federal funding paperwork.

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.

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.

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 at all levels, representatives from all departments, organizations and the public. Effectively responds to and resolves complex inquiries and 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 5 - 7 years of progressively responsible administrative support experience including 2-3 years of lead or 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, sex offender registry 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.