



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ADMINISTRATIVE COORDINATOR
(TOURISM)

PARKS, RECREATION AND 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 limited supervision, performs a variety of difficult office management, high level administrative support and related functions in support of the Tourism Division. Reports to the Administrator of Tourism.

ESSENTIAL JOB FUNCTIONS

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.

Coordinates, processes, and records financial information and transactions; performs skilled administrative support functions such as 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.

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.
- Payroll - Knowledge of payroll practices to ensure accuracy and appropriateness of all transactions and compliance with policies and operational requirements.
- 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.
- **Time Management** - 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.

REQUIRED ABILITIES

- **Judgement/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 or in writing. Ability to handle a variety of customer service issues with tact, diplomacy and in a confidential manner.
- **Financial Management** - Ability to perform arithmetic and statistical applications to perform purchasing and financial transactions.

EDUCATION AND EXPERIENCE

Requires an Associate's Degree and 3-5 years of progressively responsible administrative support experience, or an equivalent combination of education and experience. Lead or supervisory experience preferred.

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.