



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT
REAL ESTATE ASSESSOR

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 general supervision, this position performs routine to difficult administrative support and related functions in support of the Real Estate Appraisers. Reports to the Office Manager.

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 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.

Performs routine and repetitive 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.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. May screen and respond to inquiries and complaints; provides information on policies and procedures; performs other similar types of administrative support activities.

Develops and maintains accountability systems for assignments, responses, replies, and other actions. Coordinates all incoming and outgoing mail.

Responsible for establishing and coordinating filing and record keeping systems.

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 - Some knowledge of office systems, practices, procedures and administration. Some knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Customer Service - Considerable 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 courteous relationships with employees and the public. Effectively responds to routine inquiries. Effectively handles routine inquiries and complaints from or disputes with customers.
- 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 - Excellent ability to effectively listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact, confidentiality, and diplomacy.
- Judgement/Decision Making - Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

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.

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.