



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**ASSISTANT DIRECTOR**  
(ADMINISTRATION DIVISION)  
PARKS, RECREATION, AND TOURISM

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position assists the Director in the overall management and administration of several divisions to include Parks, Golf Course, Historical Services, Landscape Services and Animal Services within the Department of Parks, Recreation, and Tourism, and may act as Director in their absence. Provides departmental leadership and is responsible for developing and administering programs and systems to support and promote high performance strategies and to meet organizational needs, vision and values. Reports to the Director.

## **ESSENTIAL JOB FUNCTIONS**

Assists the Director in the overall management and administration of the department for assigned divisions and functional areas; provides administrative oversight for multiple operational and administration activities and functions. Assists with developing, overseeing and coordinating the annual operating and capital improvement budgets for assigned areas.

Advises and assists in developing the departmental direction, priorities, goals and objectives to meet City, departmental and community needs. Assists in establishing and implementing internal departmental organization and management systems to effectively meet operating goals and objectives. Assists in developing and evaluating internal policies and operating procedures; develops staff organization to effectively carry out departmental operations. Ensures City and departmental policies and procedures are appropriately administered.

Responsible for effective supervision of assigned division managers and administrative staff including selection, performance management, employee relations and related activities. Develops and implements staff development programs; establishes and administers systems to ensure City and departmental personnel policies and procedures are appropriately administered and establishes systems for developing, reviewing, and evaluating performance standards.

Responsible for the research and preparation of reporting data for assigned operations to include statistical analyses and information requested by the Director, the City Manager's Office and other City officials. Directs studies in a variety of areas and presents reports and recommendations to the Director or other requesting parties. Coordinates completion of detailed reports, position papers, recommendations, written correspondence, and other documents.

Responsible for resolving inquiries, problems, and complaints submitted to the Director's Office by Federal and State agency representatives, local officials with jurisdiction within the regional service area, customers, and employees.

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**

- Parks & Recreation - Comprehensive knowledge of park facility operations, maintenance and recreational programming. Knowledge of management principles and techniques as applied to parks and outdoor recreational settings as well as professional recreational philosophies, principles, and practices.
- Management of Personnel - Thorough knowledge of leadership techniques, principles and procedures to assign, schedule, supervise, train and evaluate the work of assigned staff. Knowledge of office systems, practices and administration.
- Customer Service - Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Critical Thinking - Uses logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Judgment/Decision Making - Evaluating 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.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.
- 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

## **REQUIRED ABILITIES**

- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to independently plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.

- 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 financial data.

### **EDUCATION AND EXPERIENCE**

Requires a Bachelor's Degree in Parks and Recreation, Business Administration, Public Administration or a related field and 7-10 years of progressively responsible experience with over 5 years of supervisory experience or an equivalent combination of education and experience. Advanced degree and/or professional registration as a CPRP or CPRE are desirable.

### **ADDITIONAL REQUIREMENTS**

An acceptable general background investigation to include a local and state criminal history check, sex offender registry check as well as 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 with minimal exposure to adverse environmental conditions.