



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
OFFICE ASSISTANT
(COMMUNITY RECREATION DIVISION)
PARKS, RECREATION, AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under close supervision, this position performs routine administrative duties in support of the Downing Gross Cultural Arts Center. Reports to the Cultural Arts Program Coordinator.

There are two (2) levels of Office Assistant distinguished by the level of work performed and the qualifications of the employee.

ESSENTIAL JOB FUNCTIONS

Performs routine administrative support work; answers telephone; ascertains nature of call and refers to appropriate individual or provides appropriate assistance based on knowledge of situation or researches to obtain more complete information. Processes incoming and outgoing mail.

Oversees box office ticket sales; compiles and records financial revenue and statistical 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

- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with citizens, employees and all levels of management to include representatives from other departments and organizations.
- **Judgement/Decision Making** - Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- **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

- **Communication** - Ability to effectively communicate ideas and proposals. Ability to listen and understand information and ideas presented verbally or 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.
- **Accounting** - Ability to perform arithmetic, algebraic, and statistical applications to perform basic financial transactions.

EDUCATION AND EXPERIENCE

Office Assistant I - Requires a high school diploma, or an equivalent combination of education and experience.

Office Assistant II - Requires a high school diploma and 1 year of related administrative support experience or an equivalent combination of education and experience.

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.