



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**OFFICE ASSISTANT**  
(HISTORICAL SERVICES)  
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 close supervision, this position performs routine administrative duties. Reports to the Historic Site Curator.

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.

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 and related software.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes meeting quality standards for services, and evaluation of customer satisfaction.

### **REQUIRED SKILLS**

- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- Computer Skills - Utilizes a personal computer with word processing and related software to complete a variety of administrative tasks.

- Time Management - Ability to plan and organize daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

### **REQUIRED ABILITIES**

- Communication - Ability to effectively communicate ideas and proposals. Ability to listen and understand information and ideas presented verbally or in writing.
- 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 experience, or an equivalent combination of education and experience.

### **ADDITIONAL REQUIREMENTS**

An acceptable general background investigation 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.