



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
OFFICE ASSISTANT
PARKS, RECREATION & TOURISM
(PROMOTIONS & SPECIAL EVENTS)

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 in support of the Promotions & Special Events Division. Reports to a Recreation Program Superintendent.

ESSENTIAL JOB FUNCTIONS

Coordinates, processes, and records financial and budget information and transactions. Maintains office and equipment inventories, orders supplies, receives shipping slips and ensures payment of bills; negotiates solutions with vendors as appropriate.

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.

Performs routine and repetitive administrative support functions such as compiling, maintaining, posting or recording information from a variety of sources that usually involves calculations, research and verification of information.

Coordinates on-site hospitality for event entertainers to include catering, shopping, on-site deliveries, and transportation. Provides support at special events to include equipment and supply deliveries, public assistance, supervision of event volunteers and set-up & break-down assistance.

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, outside agencies, VIP/event sponsors, and representatives from other departments.
- **Computer Skills** – Utilizes a personal computer with word processing and related software to maintain databases and mass mailing information.
- **Time Management** - Plans and organizes 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

Requires graduation from high school or equivalent and 1-2 years of related administrative support work experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local, state and 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.