



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**OFFICE ASSISTANT**  
(RECREATION PROGRAMS 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 close supervision, this position performs routine administrative duties. Reports to a Staff Technician.

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 such as coordination of aquatics class registration, yearly memberships and daily passes. Collects, processes, and records financial information and transactions for fees collected.

Conducts facility tours; interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances.

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.

Operates standard office equipment to include computers, copiers and fax; maintains an inventory of related office supplies.

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 - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to recreational activities and other work related precautions.

### **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 communicate effectively verbally and in writing so others will understand. Ability to listen and understand information and ideas being presented verbally and 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.

### **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 AND DEXTERITY 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 HAZARDS

Essential functions are regularly performed without exposure to adverse environmental conditions.