



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**OFFICE ASSISTANT**  
(TOURIST INFORMATION CENTER)  
PARKS, RECREATION & TOURISM

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

Under general supervision, this position promotes visitation to the City of Newport News. Reports to the Tourism Marketing Coordinator.

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

## ESSENTIAL JOB FUNCTIONS

Promotes Newport News hotel accommodations, attractions, restaurants, shopping venues, events and other places and activities to walk-in visitors and callers to encourage visitation to the City of Newport News. Conducts and records visitor surveys and daily statistics.

Assists with data entry and mail preparation; locates articles from newspapers and other media and routes to tourism staff.

Assists with maintaining appearance of Visitor Center lobby; restocks brochures and ensures cleanliness; proofreads promotional materials and updates visitor information.

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

- Tourism - Knowledge of the geographic layout of the City, including all tourist attractions as well as reading and interpreting maps.
- 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.

## **REQUIRED SKILLS**

- **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.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

## **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. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- **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**

Acceptable general background check to include a local and state criminal history check, 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.