



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
STAFF TECHNICIAN
(COMMUNITY RECREATION DIVISION)
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 general supervision, this performs a variety of difficult to complex administrative support and technical responsibilities to include maintaining the website and on-line calendar for the Downing Gross Cultural Arts Center. Reports to the Superintendent of Cultural Arts.

ESSENTIAL JOB FUNCTIONS

Updates and maintains website and on-line calendar for master events and activities associated with the Downing Gross Cultural Arts Center. Performs light graphic design. Serves as the liaison between the Center and outsourced marketing professionals.

Prepares marketing and media reports, spreadsheets and correspondence. Maintains records of marketing partnerships and marketing and promotions expenditures. Writes and submits press releases.

Performs administrative duties to include photocopying, faxing, mailing, filing, greeting and receiving visitors, arranging conference calls, and scheduling meetings. Answers telephones and transfers to appropriate staff member.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. Screens and responds to general inquiries and complaints; provides information on policies and procedures.

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, database and related software.
- **Technology** - Knowledge of word processing, graphic design and related software to develop and maintain website and on-line calendar information.
- **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

- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- **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.
- **Mathematics** - Ability to perform basic arithmetic and statistical applications.

EDUCATION AND EXPERIENCE

Requires a high school diploma and 3 - 5 years of related administrative 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.