



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**STAFF TECHNICIAN - AQUATICS**  
(RECREATIONS PROGRAMS 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 position performs a variety of difficult to complex administrative support and technical work requiring a great deal of discretion and organization. Reports to the Aquatics Supervisor.

## **ESSENTIAL JOB FUNCTIONS**

Performs routine administrative support functions such as compiling, posting or recording information from a variety of sources that usually involves calculations, research and verification of information. Functions may include completing forms, reports, questionnaires and other similar documents. Records, processes, and deposits revenue received. Checks incoming invoices for accuracy; forwards to appropriate personnel.

Responsible for the effective supervision and administration of assigned office assistants including staff organization and development, performance evaluations, employee relations, prioritizing and assigning work and related activities.

Processes the division's time and attendance and assists with the employment process, to include posting requisitions, scheduling interviews, and preparing interview packages for interview panels.

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.
- 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.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

## **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/Customer Service – 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 ideas and proposals verbally and in writing effectively so others will understand, to include the preparation of detailed reports which include numerical information. Ability to listen and understand information and ideas being presented verbally and in writing.
- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

## **EDUCATION AND EXPERIENCE**

Requires a high school diploma and 3 – 5 years of related administrative experience and 1- 2 years of supervisory or lead worker 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.