



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
STAFF TECHNICIAN
(TOURISM 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 Tourism Marketing Coordinator or Administrator of Tourism.

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; updates social networking sites; assists with tourism projects, promotions and initiatives. Functions may include developing, editing, and completing forms, reports, questionnaires and other similar documents. Organizes, coordinates, and participates in sales missions and familiarization tours such as job fairs, festivals, and events.

Coordinates the City's distribution of all promotional material and information; keeps abreast of current postage rules and regulations for individual and bulk mailings. Keeps staff informed of current trends; assists with training office assistants. Compiles payroll records for part-time staff as required.

Interacts with the public and others outside the work unit to coordinate, 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.

May assist with budget compilation and preparation to include monitoring division expenditures, identifying discrepancies, and preparing required reports.

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 - Thorough 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, managers, and representatives from other departments and organizations.
- Time Management - Ability to plan and organize 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

- Judgement/Decision Making -Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication – Ability to effectively communicate ideas, to include the preparation of detailed reports and logs. Ability to effectively listen and understand information and ideas being presented verbally and in writing.

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

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.