



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION ADMINISTRATIVE COORDINATOR COMMUNICATIONS

Human Resources Department
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for coordinating a variety of complex administrative responsibilities, office management, high level administrative support and related administrative functions for the Communications Department. Reports to the Director of Communications.

ESSENTIAL JOB FUNCTIONS

Coordinates and prepares administrative operations and workflow for the department and Director. Performs complex administrative support work that requires interpretation and judgment. Plans, coordinates and prepares agenda, memos and minutes for boards, committees, and commissions and special projects; makes necessary meeting arrangements; attends meetings to record the minutes.

Performs administrative support work such as word processing, creating spreadsheets, work tickets, data entry and retrieval, and functions that may require interpretation, judgment and determining appropriate processes to be used. Reviews forms, data and other information to ensure accuracy and conformance to established procedures and policies. Prioritizes and assigns work for the department's part-time administrative support staff; responsible for establishing and coordinating filing or record keeping systems and maintains office and equipment inventories and orders supplies. Assists with department payroll which may include entering leave, time cards, reconciliation of payroll and correspondence related to payroll matters.

Performs complex 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.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. May screen and respond to inquiries and complaints; provides information on policies and procedures; performs other similar types of administrative support activities.

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; provides general information on departmental policies and procedures or refers to appropriate staff member. Responds to calls and emails; ascertains nature of the inquiry and refers to appropriate individual or provides assistance based on knowledge of situation.

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.
- **Human Resources** - Knowledge of human resources and modern business principles, theories and practices to include FLSA, FMLA and related laws and regulations.
- **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.
- **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

- **Judgement/Decision Making** - Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- **Communication** - Excellent ability to communicate ideas effectively, to include the preparation of reports and logs. Ability to listen and understand information and ideas being presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.
- **Accounting** - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.

EDUCATION AND EXPERIENCE

Education and experience equivalent to an Associate's Degree in Business Administration and 3 - 5 years of progressively responsible administrative support experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history 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.