



Newport News, Virginia

JOB DESCRIPTION
OFFICE MANAGER
(ADMINISTRATION DIVISION)
PARKS AND RECREATION



Human Resources
Department

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position manages the overall administrative operations of the office and performs high-level administrative support functions for Parks and Recreation operations and administration activities. Reports to the Administrative Services Supervisor or Recreation Program Superintendent.

ESSENTIAL JOB FUNCTIONS

Coordinates the administrative operations and workflow for the Parks and Recreation department. Performs complex administrative support work such as word processing, creating spreadsheets, correspondence, development and maintenance of various calendars, and functions that may require interpretation, judgment and determining appropriate processes to be used. Evaluates the department's current and long-term needs and makes recommendations for process and system improvements. Serves as the department's payroll clerk, including time and attendance and reconciliation of payroll.

Maintains, procures, and enters requisitions for office supplies and equipment inventories; reconciles statements and maintains files and purchase orders for purchases.

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 inquiries and complaints; provides information on policies and procedures.

Responsible for the effective supervision of the department's administrative support staff, including leave approval, performance management, employee relations, prioritizing, and assigning work and related activities. Develops and maintains a divisional records management system that includes a wide variety of projects, correspondence, contracts, and legislative records. Ensures all records are documented, stored, and disposed of in accordance with the records retention schedule.

May assist in maintaining budget, grant applications and tracking, monitoring revenue and expenses and forecasting revolving budget updates. May serve as P-Card Manager and update P-Card processes and procedures. May manage and maintain accounts in the registration management systems to include EZ Childtrack and Civic Rec. May be assigned to work outside and at special events in certain circumstances.

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.
- Human Resources - Knowledge of human resources and modern business principles, theories and practices. General knowledge of organizational development including training principles and practices.
- Accounting - Knowledge of general accounting principles, financial computations, statistical analysis and forecasting techniques. Knowledge of basic budgeting principles and practices.
- 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.
- Project Management - Knowledge of planning, organizing and managing resources to bring about the successful completion of specific project goals and objectives.
- Supervision - Thorough 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 - Develops and maintains cooperative and professional relationships with employees at all levels and the public. Effectively handles inquiries, complaints from or disputes with citizens and staff from outside agencies.
- Judgment/Decision Making - Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

REQUIRED ABILITIES

- Communication - Excellent ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner. Ability to listen and understand information and ideas being presented verbally and in writing.
- Financial Management - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.

- 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.

EDUCATION AND EXPERIENCE

A Bachelor's Degree and 2-3 years of progressively responsible administrative support experience or an equivalent combination of education and experience, including 2 years of supervisory experience.

ADDITIONAL REQUIREMENTS

An acceptable general background investigation to include a local and state criminal history check and sex offender registry check as well as 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.