



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
EXECUTIVE OFFICE ADMINISTRATOR
(EXECUTIVE STAFF)
CITY MANAGER'S OFFICE

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 limited supervision, this position manages administrative operations for the Executive Staff members of the City Manager's Office to ensure highly responsive, effective and professional operations and support. Coordinates assigned office communications, schedule and calendar activities, administrative and management systems, budget monitoring, and related responsibilities. Handles a variety of highly sensitive and complex matters on behalf of the Executive Staff of the City Manager's Office. Reports to the City Manager.

ESSENTIAL JOB FUNCTIONS

Coordinates administrative operations and workflow for executive office staff members. Performs complex administrative support work to include independently researching and composing a variety of reports, correspondence, presentations, speeches, guidelines, or related materials. Addresses and resolves internal operational issues by developing and implementing various office procedures, operating practices and administrative processes; provides guidance, direction and information to employees and management on situations that may arise during the course of business.

Serves as the primary contact between the members of the executive office staff and a variety of individuals, including Department Directors, Mayor, City Council, citizens, representatives from civic organizations and the public. Coordinates and disseminates communications related to City operations, services and processes.

Responsible for overseeing the preparation and management of information for the City Council Agenda. Ensures the accuracy of information and performs edits as needed to maintain professional standards. Coordinates logistics and schedules for various meetings, work sessions, briefings and other events and programs for executive office staff members, which may include representatives from the City and surrounding jurisdictions, as well as state and local agencies or outside organizations. Attends meetings and related functions; may serve as the City Manager's Office representative.

May serve as the management contact for resolving complex citizen inquiries and concerns on behalf of executive office staff members. Receives and reviews calls, mail and e-mail; uses judgment and discretion to ensure appropriate response, resolution or referral for action; prioritizes and disseminates items requiring further attention.

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 and Management – Thorough knowledge of business and management principles involved in planning, resource allocation, production methods, and coordination of people and resources. Comprehensive knowledge of administrative office procedures and systems.
- Customer Service – Thorough knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Government Operations – General knowledge of local government operations and related state, federal and local agencies and organizations.
- Technology – Knowledge of office electronic equipment, and computer hardware and software.

REQUIRED SKILLS

- Critical Thinking – Uses logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the training needs identified. Combines pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- Judgment and Decision Making – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.

REQUIRED ABILITIES

- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle all interactions and issues with poise, tact and diplomacy and in a confidential manner.
- Coordination of Work – Ability to establish and implement effective administrative and management 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. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.
- Accounting/Budgeting – 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

Requires a Bachelor's Degree in Public Administration, Business Administration, or a closely related field and a minimum of 5 years directly related responsible full time work experience involving administration, management, and research.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and a valid driver's license with an acceptable driving record.

ENVIRONMENTAL HAZARDS

The job risks no exposure to any environmental hazards.

PHYSICAL AND DEXTERITY REQUIREMENTS

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis and routine keyboard operations.

SENSORY REQUIREMENTS

The job requires normal visual acuity, and field of vision, hearing and speaking.