Administrative Services Coordinator #3164
City of Virginia Beach – Job Description
Date of Last Revision: 08-08-2018

FLSA Status: Exempt          Pay Plan: Administrative          Grade:  12

City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Coordinate departmental human resources functions to include employee relations, staffing, performance management, training, leave management, Return to Work, and other related HR policies. Supervise a team of professional and paraprofessional staff members supporting the department Human Resources services and operational functions; assist department leadership in short and long range strategic planning, goals and objectives; coordinate special projects; and coordinate activities with other City agencies.

Representative Work Functions and Responsibilities

Advise and counsel supervisors and employees on proposed HR actions to ensure consistency and compliance with the established City, state or federal policies, procedures and regulations.

Coordinate and liaison with the Department of Human Resources in the mitigation of HR issues involving Title VII of the Civil Rights Act, the Fair Labor Standards Act (FLSA), Return to Work, Family Medical Leave Act (FMLA), Americans with Disabilities Act (ADAAA), etc.

Coordinate and direct administrative functions to include divisional budget, volunteer coordination, and departmental payroll administration.

Establish effective hiring and recruitment practices.

Conduct training needs assessments to include (as appropriate) interviewing department representatives, conducting surveys, personal observations and evaluating collected data.

Coordinate human resources program needs within the department and with the Department of Human Resources Department; identify and evaluate staff training needs, develop and conduct training, and evaluate training effectiveness to link employee needs with career development.

Provide professional input needed to clarify issues and desired outcomes, develop possible action plans, and present recommendations to senior leadership. Pursue viable actions that ensure compliance, while limiting interference, with sound business practice.

Collaborate with Human Resources as needed to ensure consistency in the application of policies and
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procedures. Maintain confidential but current awareness of actions / decisions that may impact related activities and outcomes. Proactively inform appropriate HR staff of possible department actions. Seek HR advice as it relates to service or counseling being provided.

Evaluate and recommend modifications to departmental policies and procedures in response to changes in City Policy, City strategy and Council directives, or perceived problems.

Receive and record management requests for HR services / personnel actions and review for compliance with City policies / procedures and State and Federal regulations, and established precedence. Document findings and prepare written recommendations for approval, disapproval or modified response by leadership.

Represent the department and/or city on various committees, teams, and task forces as assigned; and coordinate department/city process improvement teams.

Respond to complaints and make recommendations for alleviating problem areas.


Liaison with Human Resources, Finance Payroll, Risk Management, Organizational Development Office, City Attorney and City Auditor.

Conduct workplace investigations as needed.

Participate in Integrative Process for developing reasonable accommodations.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards
Effectively evaluate, coordinate, and implement department HR practices; represent department in a professional, diplomatic manner, exercising appropriate judgment, discretion, and tact; coordinate short and long-range planning, and recommend viable alternatives to improve productivity and morale, and recommend course of action for problem areas to director; provide correct and sound information to staff regarding personnel, administrative policies and procedures; anticipate research needs and initiate projects; respond in a timely and professional manner to queries; represent the department on various committees, boards, and commissions; coordinate activities within the department, with other city agencies and the public; and effectively communicate with staff and general public.

Minimum Qualifications
Requires a bachelor’s degree in fields such as Human Resources, Public Administration, or Business Administration, or any combination of education (above the high school level) and experience equivalent to ten (10) years in fields utilizing the required knowledge, skills, and abilities.

Special Requirements
All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or Citywide emergencies.

Knowledge-Skills-Abilities Required to Perform Satisfactorily
A. Knowledge

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
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1. Knowledge of Title VII of the Civil Rights Act, FLSA, ADAAA, FMLA, Return to Work programs, and other related laws governing employment relationships and Human Resource management.
2. Knowledge of administrative, management, and supervisory principles and techniques.
3. Knowledge of the philosophy, principles, practices, and methods of human resources and volunteer administration.
4. Knowledge of local government organization and procedures, and public administration.
5. Knowledge of the philosophy, principles, practices and methods of departmental programs.
6. Knowledge of the applications of data processing and information technology systems including microcomputers, supporting equipment and software.

B. Skills
1. Skill in supervising administrative and support functions.
2. Skill in coordinating a wide range of human resources needs and in developing, delivering and evaluating training programs.
3. Skill in establishing and maintaining good working relationships with fellow employees, city staff and the public.
4. Skill in counseling and interviewing techniques.
5. Skill in training needs assessment, assessment of training programs, program customization for target audiences, and their evaluation for continued use.
6. Skill in the interpretation of HR related policies and procedures and other HR-related documents.

C. Abilities
1. Ability to evaluate short and long term plans and programs.
2. Ability to interpret, and administer agency policies and procedures.
3. Ability to work independently and make decisions within assigned authority and subject expertise; to interpret and apply City policy consistent with intended practice and existing precedence.
4. Ability to analyze various alternatives and recommend feasible solutions to problems.
5. Ability to communicate clearly and concisely in both written and oral forms.
6. Ability to interpret and analyze technical and statistical information and reports.
7. Ability to apply microcomputer technology to meet office automation/records needs.
8. Ability to lead, plan, coordinate, and direct/supervise the work of others.
9. Ability to maintain confidentiality.
10. Ability to work effectively with persons of diverse backgrounds.
11. Ability to effectively respond to change as well as facilitating change in response to organizational or departmental priorities, process improvement, legal developments, or technological advances
12. Ability to identify various learning opportunities (training, self-study, or new work experiences) for self and others to achieve organizational and career development goals.

Working Conditions
The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on
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the operation of the City’s business.

**Physical Requirements:** *Physical refers to the requirement for physical exertion and coordination of limb and body movement.* Requires sedentary work that involves walking or standing some of the time and involves exerting up to 30 pounds of force on a regular and recurring basis and routine keyboard operations.

Some positions require considerable standing while conducting classroom training.

**Mental Requirements:** *Mental refers to the degree that the job involves cognitive activities, and use of mental processes.* Performs professional level work requiring the application of human resources, accounting, legal, administrative, or managerial methods in the solution of human resources, administrative or legal problems; applies extensive understanding of operating policies and procedures to solve complex problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

**Environmental Conditions:** *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.* This job involves a risk of limited to no exposure to any environmental hazards.

**Sensory Requirements:** *Sensory refers to hearing, sight, touch, taste, and smell required by the job.* The job requires normal visual acuity, and field of vision, hearing and speaking.

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