



Administrative Specialist I #01810

City of Virginia Beach – Job Description

Date of Last Revision: 03-02-2016

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 19

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

Assist a municipal executive or a middle manager by performing a variety of professional administrative tasks; and prepare administrative and statistical reports requiring research and compilation of data.

Representative Work Functions and Responsibilities

Conduct research and analysis and compose reports requiring in-depth business knowledge of the division/department.

Coordinate with internal and external contacts to gather and provide information for regularly recurring reports; and incorporate statistical and narrative information into reports, describing the data and its relationship to the division/department business.

Adhere to City procurement requirements and policies when purchasing items and reviewing various payment vouchers.

Provide a list of alternatives for management to use when making decisions.

Coordinate preparation of the annual budget by coordinating and assembling the input from multiple budget codes or work units into a comprehensive packet; and monitor execution of department/division budget advising manager of projected overages/shortages and recommend corrective action to remain within budgetary constraints.

Provide input in the development of division or department goals and objectives so that agency-wide coordination toward accomplishing them may result.

Coordinate with Human Resources on a variety of HR functions and transactions including policies and procedures, training and employee relations issues; provide information to Members on routine policy and procedural issues; may process documents and key and review personnel, time, and leave actions into the City's enterprise financial and human resources automated software application; deliver routine department/division training to familiarize Members with city and department policy and procedures.

Create desktop applications to produce spreadsheets or reports for department/division use.

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May assist in the planning and implementation of public relations programs undertaken by the division or department; coordinate department's official response to citizen complaints and inquiries by researching applicable policies and practices and then composing an appropriate response for signature by higher authority.

Serve as a division or department representative on committees or at meetings to exchange information on a citywide basis.

May supervise support staff.

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

Conduct thorough research; prepare accurate, concise reports within established deadlines; thoroughly prepare and submit annual budget by deadline; accurately track division or department spending; maintain accurate finance/budget records and advise management of anticipated problems; provide timely, effective training; demonstrate foresight and sensibility in setting goals; effectively develop microcomputer applications that enhance productivity; communicate professionally and effectively to groups and individuals in both oral and written form; handle complaints and requests for services or information promptly and tactfully; and adhere to all policies and procedures when supervising employees or carrying out other human resources functions.

Minimum Qualifications

Requires any combination of education (above the high school level) and/or experience equivalent to five (5) years in fields utilizing the required knowledge, skills, and abilities, such as business or public administration.

Preferred Qualifications

May vary with position assigned.

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 City-wide emergencies.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of department/division organization and operation.
2. Knowledge of current research methods and reporting techniques and procedures.
3. Knowledge of current microcomputer systems and city standard software applications.
4. Knowledge of city human resources policies and procedures.
5. Knowledge of public relations procedures and techniques.
6. Knowledge of supervisory techniques.
7. Knowledge of budgeting and financial recordkeeping procedures.
8. Knowledge of the City's enterprise financial and human resources automated software application may be required.
9. Knowledge of the City's policies, procedures, and administrative directives as they pertain to processing personnel or financial transactions.

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.

B. Skills

1. Skill in researching various topics and compiling accurate written and/or oral reports.
2. Skill in operating a microcomputer and using city standard software applications.
3. Skill in communicating with citizens and/or employees tactfully.

C. Abilities

1. Ability to effectively communicate and express ideas verbally and in writing.
2. Ability to analyze problems or situations and recommend solutions.
3. Ability to establish and maintain effective working relationships with the general public, employees, outside agencies, and city officials.
4. Ability to comprehend and follow oral and written instructions.
5. Ability to perform tasks requiring incumbent to sit for extended periods throughout the workday.
6. Ability to operate a computer and use city standard software applications.
7. Ability to prepare detailed reports and documents that may require review and input from Supervisor(s) or Department Director.
8. Ability to maintain an appropriate work pace, focus on routine and complex tasks without distraction or compromising accuracy, and complete task within expected time frame.
9. Ability to perform a variety of assigned tasks that may vary from day to day.
10. Ability to perform tasks that require obtaining cooperation from co-workers or citizens to accomplish assigned tasks.
11. Ability to work independently, but seek guidance when uncertainties arise.
12. Ability to interpret, remember and apply policies and procedures as they relate to work tasks.
13. Ability to adjust routine procedures to accommodate challenges or improve processes.
14. Ability to adjust to typical work stressors and maintain composure in stressful situations.

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 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 10 pounds of force on a regular and recurring basis and routine keyboard operations.

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 accounting, legal, or managerial methods in the solution of technical, administrative, or legal problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

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.

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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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