



Administrative Technician #01805

City of Virginia Beach – Job Description

Date of Last Revision: 03-02-2016

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 17

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 in a variety of professional administrative tasks.

Representative Work Functions and Responsibilities

Support division/department projects by conducting research from readily available resources and providing relevant information.

Compile statistical and/or narrative data into reports; prepare narrative reports on a regular basis in support of the department's administrative staff; establish and maintain databases or spreadsheets for the division/department's use and generate various informational reports from them; prepare regularly recurring reports that may help middle and upper level managers to make decisions; create desktop applications to produce spreadsheets, presentations, or reports for department/division use.

Respond to internal and external inquiries by researching and preparing responses with technical substance; handle complaints and requests for service or information by providing assistance or referral to the proper source; and follow up on referrals to ensure that action is taken.

Assist in the preparation of the annual budget by coordinating and assembling the input from multiple budget codes or work units into a comprehensive packet; monitor execution of department/division budget, advising manager of projected overages/shortages and recommending corrective action to remain within budgetary constraints; and provide information on costs or itemization of materials necessary to ensure a continuance of department or division operations.

May prepare changes to and create contractual documents.

Develop/maintain database to track member competencies, training records, special qualifications, certifications, or licensure requirements. May process documents and key and review personnel, time, and leave actions into the City's enterprise financial and human resources automated software application.

Provide information to members on routine policy and procedural issues; and deliver routine department/division training to familiarize members with city and department policy and procedures. May supervise support staff.

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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

Prepare accurate reports within established deadlines; thoroughly prepare and submit annual budget by deadline; maintain accurate finance/budget/training records and advise management of anticipated problems; accurately track division or department spending; provide timely, effective training; produce software applications that enhance productivity and allow easy access and retrieval of information; handle complaints and requests for service efficiently and professionally; 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 (4) four years in fields utilizing the required knowledge, skills, and abilities.

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 computer software applications such as word processing, spreadsheet, and database management programs.
3. Knowledge of supervisory techniques.
4. Knowledge of city human resources policies and procedures.
5. Knowledge of budgeting and financial record keeping procedures.
6. Knowledge of Virginia Public Procurement Act may be required in some positions.
7. Knowledge of the City's enterprise financial system and human resources automated software application.
8. Knowledge of the City's policies, procedures, and administrative directives as they pertain to processing personnel or financial transactions.

B. Skills

1. Skill in the computer operation and application of current software applications including word processing, database, and spreadsheet programs.
2. Skill in effective oral and written communication.
3. Skill in communicating with citizens and/or Members tactfully.

C. Abilities

1. Ability to generate detailed reports accurately and efficiently.
2. Ability to research and organize data to prepare clear and concise oral and written presentations.
3. Ability to comprehend and follow oral and written instructions.
4. Ability to establish and maintain effective working relationships with the general public, members, outside agencies, and city officials.

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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5. Ability to operate a computer and use city standard software applications.
6. Ability to effectively communicate with other city employees, customers, and the general public both orally and in writing.
7. Ability to maintain an appropriate work pace, focus on routine tasks without distraction or compromising accuracy, and complete assigned task within expected time frame.
8. Ability to perform a variety of assigned tasks that may vary from day to day.
9. Ability to perform tasks that require obtaining cooperation from co-workers or citizens to accomplish assigned tasks.
10. Ability to work independently, but seek guidance when uncertainties arise.
11. Ability to remember procedures or steps and recall them to carry out routine tasks.
12. Ability to adjust routine procedures to accommodate challenges or improve processes.
13. Ability to adjust to typical work stressors and maintain composure in stressful situations.
14. Ability to direct, control, and plan the work of others.

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.

Work in some positions requires exerting up to 30 pounds of force and/or nearly constant keyboard operations.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs specialized technical or entry level professional work requiring detailed understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices, or the use of a wide range of administrative methods in the solution of problems; requires normal attention with long periods of concentration for accurate results and occasional 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.

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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