



Office Assistant II #00190

City of Virginia Beach – Job Description

Date of Last Revision: 06-07-2023

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 15

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

Perform a variety of clerical duties involving general office duties.

Representative Work Functions and Responsibilities

Prepare replies to correspondence in accordance with established procedures.

Proofread and correct documents.

Schedule meetings for supervisors as well as other staff.

Process time, leave, and supplemental pay transactions.

Collect fees; and may manage petty cash accounts, and receive other cash in some positions.

Prepare mileage and travel reimbursement requests, and a wide variety of other reports.

Prepare accounting and statistical tables and miscellaneous material.

Read and route incoming mail and assemble files and other materials to facilitate reply by a superior.

Maintain paper and/or electronic cross-referenced office files and a variety of other records by sorting and indexing materials alphabetically, numerically, and geographically.

Key requisitions into the enterprise financial system for the purchase of supplies and equipment.

Serve as receptionist, answering telephone and giving general information in response to public inquiries.

Operate standard office machinery and City standard software applications.

May perform notary public duties.

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

Type 40 words per minute without spelling, grammatical, or typographical errors; prepare and maintain accurate records and files; accurately route correspondence and messages; and effectively and courteously communicate orally.

Minimum Qualifications

High school or GED plus one year (1) of experience in fields providing the required knowledge, skills and abilities, such as clerical or office assistant; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Passing score on a typing test may be required.

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 office terminology, procedures, and equipment.
 - 2. Knowledge of business mathematics, correct grammar and punctuation, and elementary bookkeeping.
 - 3. Knowledge of general time management practices.
 - 4. Knowledge of internal control policies and procedures pertaining to financial document processing.
 - 5. Knowledge of the City's policies, procedures, and administrative directives as they pertain to processing personnel or financial transactions.
- B. Skills
 - 1. Skill in operating a computer keyboard at a predetermined rate of speed.
 - 2. Skill in operating standard office machinery and city standard software applications.
 - 3. Skill in working effectively with people in various situations.
- C. Abilities
 - 1. Ability to maintain paper and/or electronic records and prepare reports from such records.
 - 2. Ability to make minor decisions in accordance with laws, ordinances, regulations, and established policies.
 - 3. Ability to perform mathematical computations accurately.
 - 4. Ability to manage cash transactions in accordance with city policies and procedures may be required in some positions.
 - 5. Ability to coordinate work with other departments.
 - 6. Ability to perform tasks requiring incumbent to sit or stand for extended periods of time throughout the workday.
 - 7. Ability to perform typing assignments and data entry for extended periods throughout the workday.
 - 8. Ability to hear at a conversational level.
 - 9. Ability to operate standard office equipment and use city standard software applications.
 - 10. Ability to comprehend and follow oral and written instructions.
 - 11. Ability to effectively communicate with other city employees, customers, and the general public both orally and in writing.
 - 12. Ability to maintain an appropriate work pace, focus on routine tasks without distraction and complete assigned tasks within expected time frame.

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.

13. Ability to perform a variety of assigned tasks that may vary from day to day.
14. Ability to establish and maintain effective working relationships with supervisor, co-workers, and the public.
15. Ability to carry out procedures and decisions, but seek guidance when uncertainties arise.
16. Ability to remember procedures or steps and recall them to carry out routine tasks.
17. Ability to adjust routine procedures to accommodate simple challenges.
18. Ability to adjust to typical work stressors. (deadlines, disagreeable contacts, etc.)

Working Conditions

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 both internally and externally with all posted open positions.

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.

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