

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

Job Title:	Administrative Services Specialist
Reports to:	Administrative Services Coordinator
General Classification:	Support Pay Band: Specialist
Employment Status:	Full-time, Non-Exempt
Last Review:	October 1, 2022

GENERAL STATEMENT OF RESPONSIBILITIES

This position serves as the Hampton Roads Workforce Council's Administrative Services Specialist and is responsible for the general and specific clerical support and various other administrative and technical functions in support of the One-Stop System as authorized under the Workforce Innovation and Opportunity Act (Public Law 113-128) of 2014. Work is performed under the supervision of the Administrative Services Coordinator.

ESSENTIAL JOB FUNCTIONS

- Receives and processes training provider invoices and identifies and resolves any related invoice issues with vendors and/or staff.
- Provides general and specific clerical and administrative support for the Virginia Career Works Centers.
- Assists in the management and maintenance of the State Participant Management Information System and report compilation, as directed.
- Participates in data validation activities, as directed.
- Maintains an adequate stock of office supplies, office materials, assessment instruments, software applications, informational brochures, flyers, and other resource room informational materials for customers.
- Maintains an inventory list for office equipment, computers, copiers, fax machines and the like and reports to management when such needs replacement, repair or service.
- Prepares and processes purchase requisitions, completes payment invoices for submission to the Hampton Roads Workforce Council's Headquarters Office, and other administrative related documents, as applicable and appropriate.
- Identifies any administrative issues that need to be addressed and makes recommendations to management, accordingly.
- Assists in the planning and implementation of regular and special VCW System customer events.
- 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 Board of Directors' Vision, Mission and Values.

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REQUIRED KNOWLEDGE

- **Office Administration** – thorough knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, to include Microsoft Office and Office 365.
- **Technology** – Knowledge of computer systems and business applications to include personal computer network, cabling systems, and operating systems. Knowledge of general office equipment and personal computers to include word processing, spreadsheet and related software applications, and strong database management skills.
- **Communications and Media** – Knowledge of media production, communication, and dissemination techniques and methods.
- **Customer Service** – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.

REQUIRED SKILLS

- **Computer Skills** – Utilizes a personal computer with word processing, spreadsheet, presentation, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- **Interpersonal Relationships/Customer Service** – Develops and maintains cooperative, courteous, and professional relationships with employees and all levels of management to include vendors, representatives from other organizations and the general public. Able to effectively handle routine inquiries and complaints from or disputes with customers.
- **Time Management** – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet deadlines.
- **Critical Thinking** – Strong analytical skills to include using logic and reasoning to understand, analyze, and evaluate routine situations and research information to identify the strengths and weaknesses of alternative

REQUIRED ABILITIES

- **Communication** – Ability to listen and understand directions, information and ideas presented through spoken word or in writing. Ability to communicate ideas effectively. Ability to handle a variety of customer service issues with tact, and diplomacy and in a confidential manner.
- **Judgment/Decision Making** – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- **Mathematics** – Ability to perform basic arithmetic, and statistical applications.

EDUCATION AND EXPERIENCE

Requires high school diploma or GED equivalent with some college business curriculum coursework preferred, and two (2) years of office work experience.

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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. Local travel to affiliate sites, headquarters and meetings/outreach may be required. Mileage reimbursement by Council will be provided.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those generally experienced in an office and customer service operating environment. Considerable skill and adeptness required in the use of the fingers, hands, or limbs in tasks. Reasonable accommodations will be made to assist individuals with disabilities to better perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to fingers, handle, or feel objects, office tools or controls; reach with hands and arms; climb stairs; balance; stoop; lifting, up to 25 pounds; kneel; crouch or crawl; talk and hear; operate a personal vehicle.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.

Employee Name: _____ Date: _____

Signature: _____