



**COUNTY OF YORK JOB DESCRIPTION**  
Administrative Assistant I  
ES/Provides Support to Waste Services &  
Mosquito Control & Recycling Divisions

Human Resources Division  
120 Alexander Hamilton Blvd.  
Yorktown, Va. 23690  
Phone: 757-890-3687  
Fax: 757-890-3699

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**GENERAL STATEMENT OF JOB**

Responsible for a variety of clerical/administrative duties in support of the Waste Services, Recycling, and County Mosquito Control Divisions. Serves as a receptionist, answering the phone and greeting visitors. Receives and responds to various inquiries, and provides information or directs inquiries to appropriate personnel. Maintains a variety of records and files. Work is performed under general supervision.

**ESSENTIAL JOB FUNCTIONS**

Answers telephone and greets visitors; responds to a large number of customer service requests and complaints; provides information or refers inquiries to appropriate personnel; resolves problems as non-routine situations arise; distributes incoming email from citizens and other County departments to appropriate staff.

Reads, sorts, and distributes incoming and outgoing correspondence; prepares and distributes bulk mailings.

Provides administrative support by performing word processing to include a variety of formats, charts, reports, and forms; faxes and photo-copies materials.

Enters work orders and other information into various database systems for WM/MC/Recycling.

Compiles information and prepares weekly/monthly informational reports for contracted waste management company.

Sets up and maintains a variety of records and files.

Records mosquito related and other customer service requests; refers those requests to supervisor(s) or other appropriate staff.

**ADDITIONAL JOB FUNCTIONS**

Posts information on bulletin boards.

Fills in as needed in the Scales House.

Runs errands and performs other related work as required.

**ENTRY KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of office systems, practices, and administration.

Thorough knowledge of personal computers, including knowledge of spreadsheet and word processing software.

Effective oral and written communication skills.

Ability to read and understand written materials and ability to understand oral instructions.

Ability to analyze and evaluate procedures and work methods, and to exercise appropriate judgment in establishing priorities and work methods.

Ability to type and use computer equipment with reasonable speed and accuracy.

**EDUCATION AND EXPERIENCE**

High school diploma or equivalent, supplemented by course work in secretarial science or business practices, and 1 to 2 years of experience in secretarial or clerical work, or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

**PHYSICAL & MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of automated office machines including computers, typewriters, calculators, copiers, etc. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors.

**Language Ability:** Requires the ability to read a variety of documents, records, handbooks, codes, etc. Requires the ability to prepare a variety of forms, correspondence, reports, billing statements, etc. Must be able to speak with poise, voice control and confidence, and to articulate information to others.

**Intelligence:** Requires the ability to plan work and develop procedures; to learn and/or evaluate complex information in order to make judgments and decisions.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and operating motor vehicles.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

**Physical Communication:** Requires the ability to talk and/or hear.

**Prepared by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Approval:** \_\_\_\_\_