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| <b>Job Class Code: 2715</b>       | <b>FLSA Status: Non-exempt</b> |
| <b>Pay Basis: Salary (Annual)</b> | <b>EEO Category: 6</b>         |

**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to oversee and support the customer service operations in the Chesapeake Call Center. The class is responsible for supervising and training subordinate staff, answering inquiries, preparing related information, and maintaining documentation. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

| <b>TYPICAL TASKS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <ul style="list-style-type: none"> <li>• Supervises and trains subordinate staff in assigned shift.</li> <li>• Coordinates the seasonal and day to day customer service operations.</li> <li>• Responds to inquiries and concerns in person or by phone.</li> <li>• Processes related information such as work orders, bills, or payments.</li> <li>• Handles different documentation such as incoming mail or correspondence.</li> <li>• Prepares and maintains various reports and records.</li> <li>• Performs related duties in assisting in declared City emergencies.</li> <li>• Accesses available sources of information to answer inquiries.</li> <li>• Performs related tasks as necessary such as developing related policies and procedures.</li> <li>• Performs other related duties as assigned.</li> </ul> |

| <b>GENERAL STANDARDS</b>                |                                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>Data Involvement</b>                 | Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.                                                                                                                                                                                                      |
| <b>Interpersonal/People Involvement</b> | Persuades or influences others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.                                                                                                                                                                                                                                         |
| <b>Reasoning Requirements</b>           | Performs supervisory work involving policy and guidelines, solving both people and work related problems.                                                                                                                                                                                                                                                                              |
| <b>Mathematical Requirements</b>        | Performs addition, subtraction, multiplication, division, calculates ratios, rates and percents.                                                                                                                                                                                                                                                                                       |
| <b>Language Requirements</b>            | Reads technical instructions, procedures manuals, and charts to solve practical problems; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs. |
| <b>Mental Requirements</b>              | Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices or uses a wide range of administrative methods in the solution of problems;                                  |

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|                                      | requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure. |
| <b>Decisions/Supervisory Control</b> | Directs actions of others, making decisions almost constantly, affecting coworkers others in the general public.                |

| <b>KNOWLEDGE, SKILLS, AND ABILITIES</b> |                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Knowledge</b>                        | Knowledge of City's geography and surrounding areas. Extensive knowledge of citywide operating procedures, department rules and regulations, understanding of office/computer equipment operation and maintenance and knowledge of supervisory practices.                                                                                                                            |
| <b>Skills</b>                           | Skilled in prioritizing work tasks, interpreting departmental policies, procedures, rules and regulations, multi-tasking, keyboarding, operating communications equipment, oral and written communication, working with diverse groups to obtain information and resolve problems                                                                                                    |
| <b>Abilities</b>                        | Ability to communicate effectively, both orally and in writing, make sound decisions under adverse conditions, work with diverse groups, function effectively under stressful conditions, maintain confidentiality, adapt to rapidly changing priorities, ability to plan, organize and supervise the work of others, use proper judgment in application of policies and procedures. |

| <b>EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS</b> |                                                                                                                                                                                                                                                       |
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| <b>Vocational/Educational Requirement</b>              | Requires any combination of education and experience equivalent to an associate's degree in office administration, or a closely related field.                                                                                                        |
| <b>Experience</b>                                      | In addition to satisfying the vocational/educational standard, this class requires a minimum of three years of directly related, full-time equivalent experience. Call center or customer service center experience strongly preferred                |
| <b>Special Certifications and Licenses</b>             | None                                                                                                                                                                                                                                                  |
| <b>Special Requirements</b>                            | Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or citywide emergencies. Emergency operations support work and work locations may be outside of normal job duties. |

| <b>AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS</b>                                                                                                                                                                                |
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| The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations. |

*This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*