

Job Class Code: 2450	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to perform difficult technical work in the receipt, investigation, reporting and resolution of citizen complaints. Work is performed under general supervision.

TYPICAL TASKS	
<ul style="list-style-type: none"> • Researches complaints, including inspection and interpretation of plans, plats, drainage maps, tax maps, and other documentary sources and research tools. • Meets and communicates with citizens as needed. • Inspects sites about which complaints are made. • Makes use of computer software, including GIS, database applications and word processing software. • Makes a recommendation to engineering and maintenance staff as to resolution of complaints. • Prepares reports as needed. • Performs other related duties as assigned. 	

GENERAL STANDARDS	
Data Involvement	Gathering, organizing, analyzing, examining, or evaluating data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Persuades or influences others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Performs addition and subtraction, multiplication and division and/or calculates ratios, rates and percents.
Language Requirements	Reads routine sentences, instructions, regulations, procedures, or work orders, writing routine sentences and completing routine job forms and incident reports, speaking routine sentences using proper grammar.
Mental Requirements	Performs technical level work requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unite or small division of an operating agency and the use of independent judgement with obvious choices, requires normal attention for accurate results.
Decisions/Supervisory Control	Responsible to guide others, requiring frequent decisions, affecting coworkers, customers, clients, or others in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires any combination of education and experience equivalent to an associate's degree in engineering, construction, or a related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of one year of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards.
Special Requirements	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. Emergency operations support work and work locations may be outside of normal job duties.

ADA REQUIREMENTS	
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.