

Position Code: 2452	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

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

TYPICAL TASKS

- Assigns and directs the work of subordinate technical staff.
- Assists staff with resolution of complex complaints.
- Inspects sites about which complaints are made.
- Researches complaints, including inspection and interpretation of plans, plats, drainage maps, tax maps, and other documentary sources and research tools.
- Makes use of computer software, including GIS, database applications and word processing software.
- Reviews recommendations from subordinates and submits recommendations to engineering and maintenance staff for implementation to resolve 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	Supervising or leading others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Using mathematics involving the practical application of fractions, percentages, ratios and proportions.
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 specialized technical work requiring a general understanding of operating policies and procedures and their application to problems not previously encountered.
Decisions/Supervisory Control	Responsible for the actions of others requiring development of procedures and constant decisions affecting subordinate workers, customers and others in the general public, advises staff on difficult issues,; works in a very fluid environment with guidelines but significant variation.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Any combination of education and experience equivalent to graduation from high school with two years of college or technical experience reading plats and plans, combined with knowledge of basic science and supervisory experience.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of two years 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.

City of Chesapeake

Class Title: Customer Support Technician II

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.