City of Chesapeake	Class Title: Data Control Technician I

Position Code: 1210	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to process records and enter data into computer systems. The class is responsible for entering data, processing documents, retrieving information, and office administrative tasks. The class works according to set procedures under direct supervision.

TYPICAL TASKS

- Processes and reviews documents, records, or other forms of information for quality and accuracy; enters data into computer systems; performs back up of records in accordance with procedures.

- Retrieves information from computer systems; prepares routine or special reports, forms, or other documents.

- Monitors computer systems operation and reports malfunctions; follows up to ensure corrective action is taken.

- Performs office functions such as mail processing, records maintenance, legal or other document issuance, invoice or payment processing, and other administrative tasks.

- Performs customer services such as researching information, answering questions, and assisting customers with legal or procedural matters.

- Performs routine office tasks, such as typing, filing, faxing, phoning, supplies maintenance, and copying.

- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Copies, transcribes, enters, or posts data or information.
Interpersonal/People Involvement	Serves others such as customers, attends to their requests and exchanges information with them.
Reasoning Requirements	Performs semi-skilled work involving set procedures but solves frequent problems.
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; writes routine sentences and completes routine job forms and incident reports, speaks routine sentences using proper grammar.
Mental Requirements	Performs clerical tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgment with obvious choices; requires normal attention for accurate results.
Decisions/Supervisory Control	Guides others, making frequent decisions, affecting the individual, coworkers, and others that depend on the service or product.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in office technology, information systems, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of three months of related, full-time equivalent experience.
Special Certifications and Licenses	Special skills or equipment certification may be required.

AMERICANS WITH DISABILITIES ACT (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.