

Position Code: 0131	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide clerical support. The class is responsible for performing routine office tasks for the assigned area of responsibility. The class works according to set procedures under direct supervision.

TYPICAL TASKS
<ul style="list-style-type: none"> • Performs routine office tasks such as data entry, typing letters, work orders, schedules, or forms, filing, faxing, photocopying, or reconciling bank statements. • Answers switchboard, telephone, or radio; provides routine information, directs caller to appropriate personnel, or takes and relays messages. • Processes incoming and/or outgoing mail and packages; opens, time stamps, sorts, and distributes mail to appropriate personnel or departments; prepares special mailings. • Greets and assists visitors or customers/clients for assigned area; provides routine information or forms, assists with completion of standardized records, documents, or applications, or directs party to appropriate personnel/department. • Sorts, indexes, and files office materials; checks reports, records, plans, forms, and other data for clerical accuracy, completeness, and conformance with established regulations and procedures. • Compiles information from various sources for records and reports; performs routine computations, and maintains and updates departmental records and logs. • Provides services to the public; collects receipts, and accounts for funds collected; schedules interviews, tests, and/or inspections. • Receives and relays citizen complaints and service requests; receives, checks, processes, and files service reports. • Orders, receives, and stocks office supplies; maintains and/or operates routine office equipment. • Maintains database and coordinates programs/operations for area of responsibility. • Assists with special projects as directed by supervisor. • 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-routine work solving occasional 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, manual, and technical 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	Requires very few decisions, affecting the individual and a few coworkers; works in a very stable environment with clear and uncomplicated written/oral instructions.

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 clerical skills, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of six months of full-time equivalent experience in administrative support.
Special Certifications and Licenses	None

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.