

Job Class Code: 3340	FLSA Status: Exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION

The purpose of the job classification (class) is to coordinate and manage the customer service activities and operations for assigned area. The class is responsible for assuring research and documentation, coordinating customer service responses and correspondence, establishing guidelines, and validating the accuracy of inquiries and complaints. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings. Provide leadership, supervision, oversight and direction for business related activities.

TYPICAL TASKS

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination
- Coordinates customer service activities including research, written responses, deadlines, and extensions to assure accomplishment of goals and assignments.
- Meets daily with director in order to determine resolutions to problems.
- Assigns, supervises, and trains subordinate staff for projects, document research, and other customer service activities.
- Validates the accuracy of customer service inquiries and complaints in assigned area.
- Budgetary responsibility for assigned programs.
- Supervise the operation of complex software applications.
- Plan, organize and implements programs within major organizational policies and report progress of major activities to executive level administrators through reports and conferences.
- Preparing and maintaining various business related reports that supports the department's financial goals.

GENERAL STANDARDS

Data Involvement	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.
Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Makes decisions as a significant part of the job, affecting a large segment of the organization and the general public; assists in developing policies and practices.
Mathematical Requirements	Uses algebra working with such factors as exponents, logarithms, linear and quadratic equations, differentiation and integration of algebraic functions, statistics applying such functions as frequency distribution, reliability, validity and correlation techniques, and financial and econometric models.
Language Requirements	Reads journals, manuals, and professional publications; 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; may present training programs.
Mental Requirements	Uses advanced professional level work methods and practices in the analysis, coordination or interpretation of work of a professional, fiscal, legal, or managerial nature and formulates important recommendations or makes technical decisions that have an organization wide impact; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.
Decisions/Supervisory Control	Makes decisions as a significant part of the job, affecting a large segment of the organization and the general public; assists in developing policies and practices.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in accounting, finance or closely related field.
Experience	In addition to satisfying the vocational/educational requirements, this class requires a minimum of four years of progressively responsible experience in directly related field to include at least two years at a supervisory level and two years technical experience with Microsoft Dynamics GP CSM for CIS.
Special Certifications and Licenses	NIMS Training
Special Requirement	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.

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

Revised 07/27/2020