

**City of Chesapeake Class Title: Call Center Customer Advocate**

<b>Job Class Code: 2710</b>	<b>FLSA Status: Non-exempt</b>
<b>Pay Basis: Salary (Annual)</b>	<b>EEO Category: 6</b>

**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to provide excellent customer service to citizens who call the Chesapeake Call Center. The class is responsible for providing assistance, information and service requests. The class works according to procedures; decides how and when to do things under general supervision. This class is subject to work during any emergency situations.

**TYPICAL TASKS**

- Evaluates problems to assist customer with resolution.
- Provides proactive support to a variety of internal and external customers concerning a broad base of City issues, projects, services and customer concerns.
- Processes related information such as work order requests or service needs.
- Prepares and maintains various reports and records.
- Enters, updates, and/or edits data into computer system.
- Accesses available sources of information to answer inquiries concerning City programs and services.
- Reviews daily updates concerning new City activities or events.
- Performs other related duties as assigned.

**GENERAL STANDARDS**

<b>Data Involvement</b>	Summarizes, tabulates, or formats data or information in accordance with a prescribed schema or plan.
<b>Interpersonal/People Involvement</b>	Gives information, guidance, or assistance to people in a friendly and helpful manner to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.
<b>Reasoning Requirements</b>	Performs semi-skilled work involving set procedures but solves frequent problems.
<b>Mathematical Requirements</b>	Performs addition, subtraction, multiplication, division, and calculates ratios, rates and percents.
<b>Language Requirements</b>	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.
<b>Mental Requirements</b>	Performs clerical, manual, or technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.
<b>Decisions/Supervisory Control</b>	Guides others, making frequent decisions, affecting the individual, coworkers, and others who depend on the service or product.

**EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

<b>Vocational/Educational Requirement</b>	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in bookkeeping or a closely related field.
<b>Experience</b>	In addition to satisfying the vocational/educational standard, this class requires a minimum of six months of related, full-time equivalent experience.
<b>Special Certifications and Licenses</b>	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards.
<b>Special Requirements</b>	This class may be assigned to any of the three work shifts in the Chesapeake Call Center and must be able to perform duties on the assigned shift. Emergency operations

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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 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.*

Revised 02/11/21