

Job Class Code: 1070	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the job classification (class) is to provide general customer service assistance and direction to coworkers and the general public in assigned area. The job class is responsible for answering inquiries, preparing related information, and maintaining documentation. The job class works according to some procedures; decides how and when to do things under general supervision.

TYPICAL TASKS	
<ul style="list-style-type: none"> • Responds to inquiries in person or by phone in assigned area. • Processes related information such as work orders, bills, or payments. • Handles different documentation such as incoming mail or correspondence. • May solicit customer satisfaction feedback, including survey distribution within communities. • Enters, updates, and/or edits data into computer system. • Prepares and maintains various reports and records. • Accesses available sources of information to answer inquiries. • Performs related tasks as necessary such as balancing simple account information or cash drawers. • Performs other related duties as assigned. 	

GENERAL STANDARDS	
Data Involvement	Computes or performs arithmetic operations using data or information.
Interpersonal/People Involvement	Speaks or signals to people to convey or exchange information.
Reasoning Requirements	Performs semi-routine work solving occasional problems.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and 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, or 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	Guides others, making frequent decisions, affecting the individual, coworkers, and others who 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.
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	May require certifications depending on the department. Depending on departmental operational requirements, may require valid driver's license and driving record in compliance with City Driving Standards.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or citywide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

City of Chesapeake

Class Title: Customer Service Clerk I

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 10/30/19