

Position Code: 1080	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

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

TYPICAL TASKS

- Evaluates problems to assist with the determination of account resolutions.
- 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.
- Prepares and maintains various reports and records.
- Enters, updates, and/or edits data into computer system.
- 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	Summarizes, tabulates, or formats data or information in accordance with a prescribed schema or plan.
Interpersonal/People Involvement	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.
Reasoning Requirements	Performs semi-skilled work involving set procedures but solves frequent 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 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.
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 in bookkeeping or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of six months of related, full-time equivalent experience.
Special Certifications and Licenses	None required.

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

City of Chesapeake

Class Title: Customer Service Clerk II

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.