

Job Class Code: 3030	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to oversee and support the customer service operations in assigned area. The class is responsible for supervising and training subordinate staff, researching account information, processing collection of payments, answering inquiries, preparing related information, and maintaining documentation. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

TYPICAL TASKS	
<ul style="list-style-type: none"> • Supervises and trains subordinate staff in assigned area. • Coordinates the seasonal and day to day customer service operations. • Researches and evaluates problems in order to determine account resolutions. • Responds to inquiries and concerns in person or by phone. • 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 other related duties as assigned. 	

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	Persuades or influences others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs supervisory work involving policy and guidelines, solving both people and work related problems.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and calculates ratios, rates and percents.
Language Requirements	Reads technical instructions, procedures manuals, and charts to solve practical problems; 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; presents training programs.
Mental Requirements	Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices or uses a wide range of administrative methods in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
Decisions/Supervisory Control	Directs actions of others, making decisions almost constantly, affecting coworkers other in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires any combination of education and experience equivalent to an associate's degree in bookkeeping or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of related, full-time equivalent experience.
Special Certifications and Licenses	None

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 City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

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 job functions for a given position in a classification.

Revised 07/16/2020