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| Position Code: 1215 | FLSA Status: Non-exempt |
| Pay Code: 3 | EEO Category: 3 |

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to perform responsible work in processing records and entering data into computer systems. The class is responsible for verifying information, entering data, processing documents, retrieving information, preparing reports, assisting others, and office administrative tasks. The class works according to some procedures; decides how and when to do things under general supervision.

TYPICAL TASKS

- Processes and reviews documents, records, or other forms of information for quality and accuracy; enters data into computer systems; performs back up of records in accordance with procedures.
- Retrieves information from computer systems; prepares routine or special reports, forms, or other documents; assists in the production of quarterly, summary, or other complex reports.
- Monitors computer systems operation and reports malfunctions; follows up to ensure corrective action is taken.
- Performs office functions such as mail processing, records maintenance, legal or other document issuance, invoice or payment processing, and other administrative tasks.
- Assists customer, clients, other staff, or outside agencies to resolve problems by researching information, answering questions, or providing other assistance.
- Performs routine office tasks, such as typing, filing, faxing, phoning, supplies maintenance, and copying.
- Performs other related duties as assigned.

GENERAL STANDARDS

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| 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 skilled work involving rules/systems but solves problems almost constantly. |
| Mathematical Requirements | Performs addition and subtraction, multiplication and division and/or 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 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 that depend on the service or product. |

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

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| 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 office technology, information systems, or a closely related field. |
| Experience | In addition to satisfying the vocational/education standards, this class requires a minimum of one year of related, full-time equivalent experience. |
| Special Certifications and Licenses | Special skills or equipment certification may be required. |

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.