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| Job Class Code: 1216 | FLSA Status: Non-exempt |
| Pay Basis : Salary (Annual) | EEO Category: 3 |

GENERAL DESCRIPTION

The purpose of the job classification is to perform extensive data management including the creation and maintenance of various data that is fundamental to business processes. The job class is responsible for collecting, compiling, and entering data; preparing various reports; processing billing and resolving related issues. 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

- Collects, compiles, and manages data to be used in analyzing various business functions and productivity.
- Processes, updates, and distributes data records and summaries; generates and/or prepares routine and moderately complex business reports.
- Processes ad hoc requests for data and/or reports in support of internal and external customers.
- Researches and resolves data-related issues and ensures timely, appropriate, and accurate resolution.
- Responds to requests to update or change information and ensures that all changes are made within operational guidelines.
- Processes billing to include preparation of mailings, resolution of account issues, and preparation of delinquent account notifications; provides guidance to staff regarding billing issues.
- Perform additional duties as assigned.

GENERAL STANDARDS

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| Data Involvement | Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information. |
| 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 work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization. |
| Mathematical Requirements | Uses mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements. |
| Language Requirements | Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations. |
| Mental Requirements | Performs specialized technical work requiring general understanding of operating policies and procedures and their application to problems not previously encountered. |
| Decisions/Supervisory Control | Guides others, making frequent decisions, affecting the individual and coworkers. |

KNOWLEDGE, SKILLS, AND ABILITIES

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| Knowledge | Knowledge of Microsoft Office to include advanced level of Excel. |
| Skills | Strong analytical, communication, and management skills. |
| Abilities | Ability to collect, organize, process, and disseminate a significant number of requests and transactions. Ability to troubleshoot problems and provide answers to customer's inquiries. |

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

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| Vocational/Educational Requirement | Requires any combination of education and experience equivalent to an associate's degree in business administration, business analytics, or a closely related field. |
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| Experience | In addition to satisfying the vocational/educational standard, 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. |

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 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 functions for a given position in a classification.

Revised 07/24/2020