

Job Class Code: 0050	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide clerical support. The class is responsible for performing difficult office tasks for the assigned area of responsibility. The class works according to some procedures; decides how and when to do things under general supervision.

TYPICAL TASKS

- Performs office tasks such as composing and typing correspondence, scheduling meetings, performing research, typing reports, charts, budgets, statistics, or forms, data entry, filing, telephoning, faxing, photocopying, and maintaining office supply or merchandise inventory.
- Interacts with other departments and the public by telephone, in person, and/or by radio; provides information, directs individuals to appropriate personnel for disposition, or receives and processes complaints/concerns, applications, and/or work orders.
- Transcribes lengthy interviews, case narrative information, assessments, and other information; types handwritten information such as letters, newsletters, and special projects; revises, Xeroxes and distributes same as directed.
- Greets and assists visitors or customers/clients for assigned area; provides routine information or forms, assists with completion of standardized records, documents, or applications, or directs party to appropriate personnel/department.
- Leads assigned subordinate clerical personnel, including training and assigning work; provides administrative support to coworkers and other departments; sets up assigned legal and other cases.
- Processes paperwork and receipt of funds for customers; coordinates trap loans and trap settings; performs record checks and processes permits.
- Processes incoming and/or outgoing mail and packages; opens, time stamps, sorts, and distributes mail to appropriate personnel or departments.
- Collects information from various sources and compiles data for special and periodic reports; performs routine computations, and maintains and updates departmental records and logs;. Assists with presentation of data as directed.
- Reviews and checks records, reports, forms, plans, and other data for accuracy, completeness, and conformance to rules and regulations.
- Orders, receives, and stocks office supplies; maintains and/or operates routine office equipment.
- Establishes and maintains or supervises maintenance of files, records, and equipment for area of responsibility; prepares, copies, and distributes information packets.
- Maintains database and coordinates programs/operations for area of responsibility.
- Prepares and codes purchase orders and/or invoices; handles billing, refunds, and data entry updates; sorts, logs, and processes subpoenas; assists with preparation of departmental budget.
- Responds to incoming calls concerning vehicle breakdowns; schedules preventive maintenance; verifies status of vehicle repairs for customers.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Computes or performs arithmetic operations using data or information.
Interpersonal/People Involvement	Serves others such as customers, attends to their requests and exchanges information with them.
Reasoning Requirements	Performs semi-routine work solving occasional problems.

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; may compose correspondence and/or prepare reports.
Mental Requirements	Performs clerical, manual, and 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 word processing, secretarial skills, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of one year of full-time equivalent experience in administrative support.
Special Certifications and Licenses	Depending on position, may require a valid driver's license 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 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 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.