

Job Class Code: 0165	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to supervise or lead assigned staff, and provide organizational and complex clerical support. The class is responsible for staff supervision/leading, and/or performing organizational functions and complex clerical office tasks for the assigned area of responsibility. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Supervises or leads subordinate clerical personnel, including training, scheduling, assigning and evaluating work; processes personnel actions and benefits.
- Performs specialized office procedures such as taking and transcribing dictation or meeting minutes/notes, creating forms and tables, or typing documents, correspondence, contracts, bids, charts, or technical and statistical reports.
- Interacts with other departments, clients/customers, and the public by telephone or in person; provides information, resolves complaints, directs individuals to appropriate personnel, or takes and relays messages.
- Maintains personnel information and prepares payroll; assists in completion of audits and technical assistance projects.
- Maintains departmental budget; assists with preparation of budget and administration of expenditures.
- Compiles data and prepares routine and specialized reports; maintains records and files for area of responsibility; performs grant tracking.
- Maintains supply inventory and processes requisitions and purchase orders; researches and processes accounts payable and/or accounts receivable; interacts with vendors and contractors.
- Coordinates/maintains sites, databases, programs, or operations of responsibility; prepares and distributes informational literature; maintains/troubleshoots department computers.
- Makes appointments and sets up/coordinates meetings; processes incoming and outgoing mail; assists with daily operations as directed.
- Performs routine office tasks such as data entry, filing, faxing, and photocopying.
- Assists with special projects as directed by supervisor.
- 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	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 semi-skilled work involving set procedures but solves frequent problems.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Reads technical instructions, procedures manuals, and charts to solve practical problems; composes routine and specialized reports, forms, and business letters; speaks compound sentences using normal grammar and word form.
Mental Requirements	Performs clerical 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	Directs actions of others, making decisions almost constantly, affecting coworkers and others in the general public.
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EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to an associate's degree 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 departmental operational requirements, may require valid driver's license and driving record 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.