

Job Class Code: 0151	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide complex clerical support. The class is responsible for performing complex 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 specialized office procedures such as taking and transcribing dictation or meeting minutes, or typing documents, technical and statistical reports, or data for publication.
- Interacts with other departments, clients/customers, and the public by telephone, radio, or in person; provides information, directs individuals to appropriate personnel, takes and relays messages, or receives, logs, and processes complaints.
- Serves as lead worker for assigned clerical personnel; provides training and assigns work.
- Compiles data for special and periodic reports; assists with presentation of data as directed.
- Performs routine accounting tasks such as processing incoming checks, reviewing invoices and vouchers, accounts payable, or payroll; sets up and maintains departmental personnel files.
- Coordinates special events/programs for area of responsibility; schedules meeting rooms and appointments, and prepares work schedules and agendas.
- Processes clients in and out of office/program; processes payments; enters and updates client information in computer to complete financial/insurance forms; processes requests for medicine.
- Processes mail and packages; opens, time stamps, sorts, and distributes mail to appropriate personnel or departments; assists with special mailings; prepares and distributes information packets.
- Establishes and maintains, or supervises maintenance of files, records, accounts, or charts for area of responsibility; maintains office supply inventory.
- Arranges meetings and coordinates catering needs; answers routine correspondence for supervisor independently; performs data entry, filing, faxing, telephoning, photocopying, and/or processing of assigned permits.
- Processes abandoned vehicles; prepares and processes summons and/or warrants.
- Develops and maintains access databases for coworkers; provides assistance with computer software.
- 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-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 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, 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 a few decisions, affecting the individual and a few coworkers.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires a 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 two years 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.

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.