

Position Code: 7000	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide difficult clerical, and administrative and technical work. The class is responsible for performing routine office tasks for the assigned area of responsibility. The class works according to set procedures under general supervision and involves shift work and possible rotation assignment as needed. This job classification provides service to the community on a 24 hour basis during all hours of the day and night. In order to accommodate this 24 hour service, this job class is required to work on rotating schedules, which includes working weekends and holidays, and may involve work in excess of regularly scheduled hours (overtime) when required by operational necessity.

TYPICAL TASKS

- Conducts transactions with the public providing general and referral information to appropriate police sections and/or units.
- Provides information to the public regarding related City services and refers persons to the appropriate City agency for additional help or information.
- Posts and maintains entries in logbooks.
- Takes telephone and in-person complaints and prepares Police Offense Reports.
- Sorts and forwards paperwork to appropriate offices.
- Monitors security camera systems and alerts dispatchers to suspected security breaches and/or unusual incidents.
- Types fingerprint cards.
- Maintains control of subpoenas and logs receipt and issuance of same.
- Maintains custody of keys and other equipment and logbooks.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Copies, transcribes, enters, or posts 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.
Mental Requirements	Performs clerical, manual, and technical tasks prescribed by standard practices, but may require computation, the use of several procedures, and the use of independent judgment with obvious choices; requires normal attention for accurate results.
Decisions/Supervisory Control	Requires very few decisions, affecting the individual and a few coworkers; works in a very stable environment with clear and uncomplicated written/oral instructions.

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 clerical skills, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of six months of related, full-time equivalent experience.

Special Certifications and Licenses

Required to pass a Police background investigation, pre-employment polygraph examination and a drug screen.

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.

Revised 03/22/17