

<b>Job Class Code: 7987</b>	<b>FLSA Status: Non-exempt</b>
<b>Pay Basis: Salary (Annual)</b>	<b>EEO Category: 3</b>

**GENERAL DESCRIPTION OF CLASS**

The purpose of the job classification (class) is to process records and enter data into computer systems. The class is responsible for entering data, processing documents, scanning, retrieving information for in person and written inquiries from the public courts and other local, State, and federal, jurisdictions as well as various office administrative tasks. The class works within a general outline of work at different levels of priority in a timely manner under general supervision.

**TYPICAL TASKS**

- Processes and reviews complex legal documents such as subpoenas, civil warrants, eviction notices, protected orders, writ of fieri facias, and/or other forms of information for quality and accuracy; enters data into computer systems; performs back up of records in accordance with procedures.
- Retrieves information from computer systems; prepares routine or special reports, forms, or other documents.
- Monitors computer systems operation and reports malfunctions; follows up to ensure corrective action is taken.
- Performs office functions such as time stamping, pickup, receiving, and posting of all mail; maintaining records; issuing legal or other documents, processing invoices or payments; and other administrative tasks.
- Performs customer services such as researching information, answering questions, and assisting customers, federal and state agencies, general and civil courts, and other Sheriff localities, Commonwealth Attorney office, and other local jurisdiction with legal or procedural matters.
- Performs routine office tasks, such as typing, filing, faxing, phoning, scanning, supplies maintenance, and copying.
- Processes Sheriff’s sales tax warrants from City Treasurer.
- Processes paperwork, handles inquiries, and retrieves information for citizens.
- Collects and receives checks and cash for fees from customers; reconciles cash/safe drawer daily.
- Assists local, State, and federal jurisdictions, clients, and customers with resolving issues.
- Performs other related duties as assigned.

**GENERAL STANDARDS**

<b>Data Involvement</b>	Copies, transcribes, enters, or posts data or information.
<b>Interpersonal/People Involvement</b>	Serves others such as customers, attends to their requests, and exchanges information in accordance with established policy/procedures.
<b>Reasoning Requirements</b>	Performs semi-skilled work involving set procedures but solves frequent problems.
<b>Mathematical Requirements</b>	Performs addition and subtraction, multiplication and division and/or calculates ratios, rates and percentages.
<b>Language Requirements</b>	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.
<b>Mental Requirements</b>	Performs clerical tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgment with obvious choices; requires normal attention for accurate results.
<b>Decisions/Supervisory Control</b>	Guides others, making frequent decisions, affecting the individual, coworkers, and others that depend on the service or product.

**KNOWLEDGE, SKILLS, AND ABILITIES**

<b>Knowledge</b>	Knowledge of policies and procedures regarding emergencies (loss of power, rites, bomb threats, etc.)
<b>Skills</b>	Skilled in Microsoft Office software including Outlook, Word, and Excel.

<b>Abilities</b>	Ability to effectively communicate with internal and external customers. Ability to obtain proficiency in the use of Laserfiche document storage and retrieval software.
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**EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS**

<b>Vocational/Educational Requirement</b>	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in office technology, information systems, or a closely related field.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of three months of related, full-time equivalent experience.
<b>Special Certifications and Licenses</b>	Special skills or equipment certification may be required.

**AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS**

<p>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.</p> <p><i>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.</i></p>
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