

Job Class Code: 7873	FLSA Status: Non-exempt
Pay Basis: Annual (Salary)	EEO Category: 2

GENERAL DESCRIPTION

The purpose of the class is to provide administrative assistance to the City's Victim Witness Program. The class is responsible for evaluating cases to identify victims that require services and entering case data. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

<ul style="list-style-type: none"> • Evaluates reports for relevant cases in the Chesapeake Police Department's LERMS system; pulls and assigns relevant cases to appropriate program staff. • Enters and maintains client records in the DCJS CIMS system. • Drafts various types of correspondence to victims from all program staff. • Interacts with citizens both in person and over the telephone; answers main victim/witness telephone line and directs calls to appropriate staff. • Assists clients with applying to the other programs when appropriate. • Accompanies clients to court and provides other direct services as mandated by the Crime Victim and Witness Rights Act. • 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	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.
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 percentages; may use descriptive statistics.
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	Guides others making a few decisions, affecting the individual and a few coworkers.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to an associate's degree in law, sociology, psychology, or a closely related field.
Experience	In addition to satisfying the vocational/educational standard, this class requires a minimum of one year of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and a driving record that is 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 individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.

Revised 07/27/2020