

CITY OF CHATTANOOGA
Classification Specification Title: LIHEAP Data Entry Clerk PT

Department: Community Development

Pay Grade: GS.03

Supervision Received From: OFE Prog. Coord.

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/29/07

Reviewed Dates: 4/2/25;

10/20/23; 12/19/22

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for entry of applications submitted for the Low-Income Home Energy Assistance Program (LIHEAP). The incumbent will also be responsible for the maintenance of denied applications, filing, opening and distributing mail. Perform routine clerical duties to include answering the telephone, greeting and assisting visitors.

SERIES LEVEL: This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Performs various routine clerical duties utilizing standard office procedures and equipment: keyboarding information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned area of responsibilities; making photocopies; performing data entry; faxing documents; typing/word processing; screening incoming calls; taking and transmitting messages; and meeting and greeting the general public.

Responds to requests for information from the general public, answers routine questions, and directs callers to appropriate internal departments and/or external organizations.

Files documents alphabetically, numerically or by other prescribed methods.

Receives, sorts, files and/or distributes a variety of correspondence.

May assist as a back-up for the Administrative Support Assistant.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: High School Diploma or GED with six (6) months related office support experience. Or at least one (1) year of equivalent education, training/experience sufficient to successfully perform the essential duties of the job will be considered; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Knowledge of customer service principles; modern office procedures, methods, equipment; and filing procedures. Skilled in computer software applications. Proficient in MS applications (Word, Excel, and PowerPoint). Ability to maintain accurate records and files. Excellent communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public.

PHYSICAL DEMANDS: Positions in this class typically require reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.