

PHYSICAL & MENTAL REQUIREMENTS/WORKING CONDITIONS											
City of Virginia Beach, VA											
Job Title:	Account Clerk II					Position Number(PCN):	B.003357.7				
Div./Office:	HSD 005 Personnel		Approver's Name								
Date of Last Update:	January 03, 2025		Approver's Title								
Fields to the right (Y/N): The position's status AND If the background check must be passed by the incumbent											
Safety Sensitive:		No		Child Protective Services (CPS) Background:		No		VCIN Background:		No	
CJIS Certification:		No		PREA Certification:		No		Subject to Barrier Crime Provisions:		No	
REQUIREMENTS											
FREQUENCY: Seldom = Infrequent, < 5%; Occasional = 5% to 25% of time on job; Frequent = 25% to 75% of time on job; Constant = Over 75% of time on job.											
Typical DURATION: Short = < 1 hr per occurrence; Moderate = 1-2 hrs per occurrence; Substantial = 2-6 hrs per occurrence; Long = > 6 hrs per occurrence.											
Physical Demands					Working Conditions						
Element	Condition/Level/Value		Frequency	Duration	Element	Condition/Level/Value		Frequency	Duration		
Standing			Occasional	Short	Working Outside: in all weather conditions			N/A	N/A		
Walking			Occasional	Short	Working Alone: out of communication w/others			N/A	N/A		
Sitting			Frequent	Substantial	Extreme Temperatures	N/A		N/A	N/A		
Reaching	Lower than shoulder level		Occasional	Short	Extreme Wetness			N/A	N/A		
Lifting	Up to 10 lbs.		Occasional	Short	Extreme Dryness			N/A	N/A		
	Weight:	Up to 10 lbs.	Occasional	Short	Exposure to Traffic			N/A	N/A		
Carrying	Distance:	Up to 25 ft.	Occasional	Short	Congested Area/Workspace			N/A	N/A		
	Estimated weight-resistance equivalency			Up to 25 lbs.	Occasional	Short	Confined Space- Permit REQUIRED			N/A	N/A
Pushing	Estimated weight-resistance equivalency			Up to 25 lbs.	Occasional	Short	Working Below Ground			N/A	N/A
	Estimated weight-resistance equivalency			Up to 25 lbs.	Occasional	Short	Working at Heights (ft.)			N/A	N/A
Working Overhead	N/A		N/A	N/A	Noise Level: > 85 decibels TWA for 8 hrs.			N/A	N/A		
	Weight:	N/A	N/A	N/A	Vibrations			N/A	N/A		
Climbing Stairs	N/A		N/A	N/A	Body area(s):			Ex- Trunk, shoulders, arms, and hands.			
Climbing Ladders	N/A		N/A	N/A	Dust / Dirt / Particulate			N/A	N/A		
Balancing	N/A		N/A	N/A	Radiation			N/A	N/A		
Stooping	Occasional		Short		Silica/Fiberglass			N/A	N/A		
Kneeling/Squatting	Occasional		Short		Asbestos			N/A	N/A		
Bending	Occasional		Short		Aerosols & Gases			N/A	N/A		
Crawling	N/A		N/A	N/A	Hazardous Materials /Chemicals			N/A	undefined		
Explosive Strength: Short bursts of muscle force to propel oneself.	N/A		N/A	N/A	Petroleum Products			N/A	N/A		
Trunk Strength: Use of abdominal and lower back muscles.	N/A		N/A	N/A	Electrical Hazard			N/A	N/A		
Dynamic Strength: Use of muscle force repeatedly or continuously & resistant to fatigue.	N/A		N/A	N/A	Fire Hazard			N/A	N/A		
Repetitive Limb Movement	Fingers/Wrist	Frequent		Moderate	Infectious Diseases Exposure			N/A	N/A		
	Arm/Shoulder	Frequent		Short	Type(s):			Ex- Repair sewer pipes; empty residence trash cans.			
Dexterity	Use of computer keyboard	Frequent		Substantial	Symbols:			< equal to or less than	< less than		
	Handwriting	Frequent		Short	> equal to or greater than			> greater than			
Repetitive Twisting	Wrist/Elbow	Frequent		Short							
	Shoulder	Frequent		Short							
Awkward Positions & Motions	N/A		N/A	N/A							

Sensory Demands				Working Conditions (cont.)			
Element	Condition/Level/Value	Frequency	Duration	Element	Condition/Level/Value	Frequency	Duration
Vision	20/40 w/correction	N/A	N/A	Hazardous Surfaces	N/A	N/A	N/A
Hearing	Conversational level	N/A	N/A	Other Hazards	N/A	N/A	N/A
Smell	N/A	N/A	N/A				
Touch	N/A	N/A	N/A	Hours Worked	More than 40 hours/week	Seldom	
					More than 8 hours/day	Seldom	
Voice	One-on-One	N/A	N/A	Telework Eligible	No		
Personal Protective Equipment (PPE)				Equipment Operation & Use			
Category	Type	Frequency	Duration	Category	Type	Frequency	Duration
Eye and Face Protection	N/A	N/A	N/A	Motor Vehicles	N/A	N/A	N/A
Respiration Protection	N/A	N/A	N/A	Heavy Equipment	N/A	N/A	N/A
Hearing Protection	N/A	N/A	N/A	Other Equipment or Machinery	N/A	N/A	N/A
Head Protection	N/A	N/A	N/A	Hand-Held Power Tools	N/A	N/A	N/A
Hand Protection	N/A	N/A	N/A	Hand Tools and Instruments	N/A	N/A	N/A
Foot Protection	N/A	N/A	N/A	Office Machines & Equipment	Computer	Frequent	Substantial
					Printer/Copier/Fax	Occasional	Short
Body, Arm, and Leg Protection	N/A	N/A	N/A				
Operator License				Commercial Driver's License			
NOTE: If CDL is required, show CDL Class in element to right.	Type			VA DMV requires: 20/40 in each eye w/o telescopic lens & ≥140° horizontal vision.	N/A		
	N/A						
Other physical or sensory demands, working conditions, equipment, hazards, PPE, etc., not indicated above:							

Mental Requirements

Evaluate based on the level of complexity [least to most] inherent in the job using the examples provided; then select the number from the drop-down list that matches the column which best represents the mental demand required in each element.

1 Comprehend Verbal Communication - Understand information and directions which are provided verbally
Job requires the ability to understand and follow: Detailed information from a supervisor, a customer, or trainer/instructor which is necessary to the successful performance of job duties.
2 Communicate Orally - Verbally express thoughts and directions
Job requires: Communicating specialized information to co-workers, supervisors or customers.
3 Comprehend and Follow Written Material or Instructions - Understand written material, interpret appropriately, and adhere to the procedures stated.
Job requires ability to comprehend: Step by step written instructions where guidance and clarification are typically available.
4 Written Communication Skills - Express thoughts and directions in writing
Job requires: Preparation of written information providing specialized information in the form of a letter, memo or report.
5 Maintain an Appropriate Work Pace - The flow or rate of incoming work assignments and the expectations for completion of tasks
Job requires ability to adhere to work schedule: In moderately paced environment with some unexpected assignments.
6 Perform Complex or Varied Tasks - The variety of tasks and assignments and the level of complexity of those tasks/assignments
Job requires ability to perform: A variety of tasks at the fully functional independent level.
7 Interact and Relate to Peers, Co-Workers, or the Public - The nature and level of interaction with others required of the job
Job requires interaction: With others outside of the immediate work unit/agency, typically one-on-one, responding to inquiries or responding to requests for services.
8 Decision Making & Reasoning Ability - The extent to which the job requires logic to analyze information, draw conclusions/ generalizations, and make decisions based on facts
Job requires: Little independent decision making. Established methods and procedures are followed and close supervision is present.
9 Memory and Recall - The body of stored knowledge required and the retrieval of that information to accomplish duties
Job requires the ability to: Remember detailed methods and procedures and apply them to work being performed.
10 Flexibility and Adaptability - The extent to which one must adjust to changing circumstances and expectations, take on new challenges on short notice, and/or deal successfully with changing priorities and workloads
Job requires flexibility and willingness: To adjust normal schedule or assume responsibility for tasks outside the normal set of duties.
11 Attention Span - Sustained attention or the time spent continuously on task without becoming distracted to successfully perform duties
Job tasks are: Varied and typically short in duration requiring only limited focus. Lapses may result in operational or production delays.
12 Attention to Detail - Thoroughness and accuracy are required to accomplish tasks
Job tasks: Involve numerous calculations, extensive data entry, or are manual but varied and require considerable skill. Inattention to detail could result in misleading reports or operational delays.
13 Reaction Time - Describes work that requires an immediate response or decision
Job requires the ability to: Provide an immediate response/decision to maintain normal daily operations, procedures or processes. Delays occur if response is not timely.
14 Direct, Control, and Plan the Work of Others - Determine the time, place and sequence of work procedures, operations, and actions. Establish goals and objectives, motivate, and promote cooperation and teamwork in the work group
Job requires: No supervision or management of staff.
15 Influence Others - Obtain cooperation from others to accomplish tasks and objectives
Job requires: Little to no cooperation from co-workers or citizens to accomplish assigned tasks.
16 Stress Tolerance - Ability to perform duties without anxiety when faced with difficulties. Having positive stress tolerance is being able to stay calm in situations of heavy workload, tight deadlines, and/or difficult customers
Job requires the ability to: Tolerate typical work stressors such as deadlines or conflict and maintain composure.