

PHYSICAL & MENTAL REQUIREMENTS/WORKING CONDITIONS City of Virginia Beach, VA									
Job Title:	Account Clerk II					Position Number:	P13132		
Sup Org:	POL 017 Support Division		Approver's Name	Ashley Emerson					
Date of Last Update:	September 12, 2025		Approver's Title	Human Resources Assistant					
			Reviewer's Name	Ashley N. Emerson					
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:		Yes
			CJIS Certification:	Yes	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					
Lifting	Up to 10 lbs.		Occasional	Short	Extreme Wetness			N/A	N/A
					Extreme Dryness			N/A	N/A
Carrying	Weight:	Up to 10 lbs.	Occasional	Short	Exposure to Traffic	N/A		N/A	N/A
	Distance:	Up to 25 ft.	Occasional	Short					
Pushing	Estimated weight-resistance equivalency				Congested Area/Workspace			N/A	N/A
	Up to 10 lbs.		Occasional	Short	Confined Space- Permit REQUIRED			N/A	N/A
Pulling	Estimated weight-resistance equivalency				Working Below Ground			N/A	N/A
	Up to 10 lbs.		Occasional	Short	Working at Heights (ft.)	N/A		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					
Climbing Stairs			N/A	N/A	Vibrations	N/A		N/A	N/A
Climbing Ladders			N/A	N/A					
Balancing			N/A	N/A		Body area(s):	Ex- Trunk, shoulders, arms, and hands.		
Stooping			Occasional	Short	Dust / Dirt / Particulate			N/A	N/A
Kneeling/Squatting			Occasional	Short	Radiation			N/A	N/A
Bending			Occasional	Short	Silica/Fiberglass			N/A	N/A
Crawling			N/A	N/A	Asbestos			N/A	N/A
Explosive Strength: Short bursts of muscle force to propel oneself.			N/A	N/A	Aerosols & Gases	N/A		N/A	N/A
Trunk Strength: Use of abdominal and lower back muscles.			N/A	N/A	Hazardous Materials /Chemicals			N/A	undefined
									undefined
Dynamic Strength: Use of muscle force repeatedly or continuously & resistant to fatigue.			N/A	N/A	Petroleum Products	N/A		N/A	N/A
Repetitive Limb Movement	Fingers/Wrist		Frequent	Substantial	Electrical Hazard			N/A	N/A
	Arm/Shoulder		Frequent	Short	Fire Hazard			N/A	N/A
Dexterity	Use of computer keyboard		Frequent	Substantial	Infectious Diseases Exposure Type(s):	N/A		N/A	N/A
	Handwriting		Frequent	Short					
Repetitive Twisting	Wrist/Elbow		Frequent	Short	Ex- Repair sewer pipes; empty residence trash cans.				
	Shoulder		Frequent	Short	Symbols:	< equal to or less than		< less than	
Awkward Positions & Motions	N/A		N/A	N/A		> equal to or greater than		> greater than	

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					
					Hours Worked	More than 40 hours/week	Seldom	
						More than 8 hours/day	Seldom	
Touch	N/A	N/A	N/A		Telework Eligible	Yes		
Voice	One-on-One	N/A	N/A					
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
					Heavy Equipment	N/A	N/A	N/A
Respiration Protection	N/A	N/A	N/A		Other Equipment or Machinery	N/A	N/A	N/A
Hearing Protection	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
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:								
Use this area to log the changes you have made to the Working Condition Summary in the following format: Date - Section & changes made - Your Name.:		09/10/2025 - Reattached approved template for reclassification/vacancy - ANEmerson						

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 of moderate duration requiring sustained focus. Lapses may result in injury or legal or financial liability.	
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:	
Obtaining support from other work groups to accomplish objectives.	
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.	