PHYSICAL & MENTAL REQUIREMENTS/WORKING CONDITIONS
City of Virginia Beach, VA

Job Title:	Citizen Services Assistant I				Position Number:	P7612	
Sup Org:	ECC 020 Citizen Services		Approver's Name				
Date of Last Update:	November 21, 2023		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:	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

Element	Condition/Level/Value		Frequency	Duration
Standing			Occasional	Short
Walking			Occasional	Short
Sitting			Constant	Substantial
Reaching	Lower than shoulder level		Occasional	Short
Lifting	Up to 10 lbs.		Occasional	Short
	Up to 25 lbs.		Occasional	Short
Carrying	**Weight:**	N/A	N/A	N/A
	Distance:	N/A	N/A	N/A
Pushing	**Estimated weight-resistance equivalency**			
	N/A		N/A	N/A
Pulling	**Estimated weight-resistance equivalency**			
	N/A		N/A	N/A
Working Overhead	N/A		N/A	N/A
	Weight:	N/A	N/A	N/A
Climbing Stairs			N/A	N/A
Climbing Ladders			N/A	N/A
Balancing			N/A	N/A
Stooping			N/A	N/A
Kneeling/Squatting			N/A	N/A
Bending			N/A	N/A
Crawling			N/A	N/A
Explosive Strength: Short bursts of muscle force to propel oneself.			N/A	N/A
Trunk Strength: Use of abdominal and lower back muscles.			N/A	N/A
Dynamic Strength: Use of muscle force repeatedly or continuously & resistant to fatigue.			N/A	N/A
Repetitive Limb Movement	Fingers/Wrist		Frequent	Substantial
	Arm/Shoulder		Frequent	Substantial
Dexterity	Use of computer keyboard		Frequent	Substantial
	Handwriting		Frequent	Short
Repetitive Twisting	N/A		N/A	N/A
Awkward Positions & Motions	N/A		N/A	N/A

Working Conditions

Element	Condition/Level/Value		Frequency	Duration
Working Outside: in all weather conditions			N/A	N/A
Working Alone: out of communication w/others			N/A	N/A
Extreme Temperatures	N/A		N/A	N/A
Extreme Wetness			N/A	N/A
Extreme Dryness			N/A	N/A
Exposure to Traffic	N/A		N/A	N/A
Congested Area/Workspace			N/A	N/A
Confined Space- Permit REQUIRED			N/A	N/A
Working Below Ground			N/A	N/A
Working at Heights (ft.)	N/A		N/A	N/A
Noise Level: > 85 decibels TWA for 8 hrs.		N/A	N/A	N/A
Vibrations	N/A		N/A	N/A
	Body area(s):	Ex- Trunk, shoulders, arms, and hands.		
Dust / Dirt / Particulate			N/A	N/A
Radiation			N/A	N/A
Silica/Fiberglass			N/A	N/A
Asbestos			N/A	N/A
Aerosols & Gases	N/A		N/A	N/A
Hazardous Materials /Chemicals			N/A	
			undefined	
			undefined	
Petroleum Products	N/A		N/A	N/A
Electrical Hazard			N/A	N/A
Fire Hazard			N/A	N/A
Infectious Diseases Exposure Type(s):	N/A		N/A	N/A
	Ex- Repair sewer pipes; empty residence trash cans.			
Symbols:	< equal to or less than		< less than	
	> 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
					Other Hazards	N/A	N/A	N/A
Hearing	Conversational level	N/A	N/A					
Smell	N/A	N/A	N/A					
					Hours Worked	Rotating shift	Constant	
						More than 40 hours/week	Occasional	
Touch	N/A	N/A	N/A			More than 8 hours/day	Occasional	
					Telework Eligible	Yes		
Voice	One-on-One	Frequent	Short					

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**	Sedan/Pickup/Van	Seldom	Short
					Heavy Equipment	N/A	N/A	N/A
Respiration Protection	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					
Foot Protection	N/A	N/A	N/A		**Hand Tools and Instruments**	N/A	N/A	N/A
Body, Arm, and Leg Protection	N/A	N/A	N/A					
					Office Machines & Equipment	Computer	Frequent	Substantial

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:
Detailed written material in the form of informational reports, memos, articles, plans and drawings to be used in performing duties.
4 Written Communication Skills - Express thoughts and directions in writing
Job requires:
Ability to prepare basic written information and relay it to others using a basic format such as a form or email.
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 entry or learning level tasks on a daily basis.
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:
Some decision making in duties such as troubleshooting where observation/judgement occurs and then a selection is made from a number of possible options for resolution.
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:
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:
Handle stress associated with having to work with other people who are in distress.