

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES**

Customer Service Assistant

SERIES NUMBER

6443

MAJOR AGENCIES

All Agencies

EFFECTIVE

12/16/2012

SERIES PURPOSE

The purpose of the customer service assistant occupation is to provide assistance, information and/or process transactions for internal and/or external customers in response to inquiries, requests and/or complaints received in writing and/or by e-mail, telephone, teletype, in-person and/or other means of communication, for at least 40% of the time on a daily basis, and operate personal computer &/or video display terminal.

At the lowest level, incumbents provide basic/routine information as front/main desk receptionist, or interview callers to obtain and record pertinent information in computer concerning alleged violations of law, or conduct search of hardcopy and/or computerized records for verification or status of requested information. The inquiries at this level do not require in-depth knowledge of the governing laws, rules, policies, and procedures to provide a response. Such issues are referred to another worker/supervisor. Normally, the information is readily retrievable. Procedures, guidelines and reference materials have been provided. Inquiries normally involve the following types of questions/issues: can you direct me to, where can I find/obtain, how do I, can you verify, what is the status of, did you receive, what do your records show, and/or the like, and/or I wish to schedule/reschedule.

At the second level, incumbents act in place of a deputy registrar for the issuance/transfer/renewal of license plates, placards, driver and/or vehicle registration & any other items normally issued by a deputy registrar or process requests for items that can not be purchased elsewhere for the Bureau of Motor Vehicles, or process other transactions that require a decision to be made in accordance with applicable laws, rules, policies and procedures and involves the billing for or collection/release of money for transactions handled (i.e., excludes billing for or collection of money for photocopying records), or respond to inquiries, requests for information and/or complaints that require in-depth knowledge of applicable laws, rules, policies & procedures as they pertain in a given situation and independently determine appropriate action for resolution.

At the third level, incumbents act as lead workers by providing work direction and training to other civil service and/or contract/temporary employees (i.e., who work an amount of time equal to or exceeding the length of the probationary period of the appropriate state classification that would be assigned if the employees were civil service employees) and/or perform quality control/case review functions, or in public utilities commission, incumbents prepare testimony & participate in developing rate case procedures with regards to service complaints, policy changes and compliance issues.

At the highest level, incumbents plan, coordinate, promote & direct customer assistance services & supervise assigned employees.

JOB TITLE

Customer Service Assistant 1

JOB CODE

64431

PAY GRADE

27

EFFECTIVE

03/07/2004

CLASS CONCEPT

The entry level class works under general supervision & requires some knowledge of office practices & procedures, state &/or federal laws, rules, policies, legal interpretations & procedures governing operations of assigned unit/agency & public relations, & skill in operation of personal computer in order to provide basic/routine information to & resolve basic/routine complaints from internal & external customers in response to written, telephone, teletype, e-mail or in-person inquiries as front/main desk receptionist for assigned agency or sub-division thereof where office staff spend majority of their time in field/away from their desk, or to interview callers to gather pertinent information concerning alleged violations (e.g., fraud; poaching), or to conduct search of hardcopy &/or computerized records to verify, locate or identify status of requested information (e.g., appeals; case files; amount of imposed fines &/or suspensions; vehicle titles & VIN numbers; information not found in LEADS), or to respond to requests to schedule/reschedule inspections, rooms, appointments, medical examinations, and/or appeal hearings, or to provide information &/or process transactions that do not require in-depth knowledge of applicable federal &/or state laws, rules, policies, procedures &/or legal interpretations to respond to inquiries, requests &/or complaints from internal &/or external customers received in writing &/or by e-mail, telephone, teletype, in-person &/or other means of communication, with each of preceding options being performed at least 40% of time on daily basis, & in addition to one of preceding options, operate personal computer &/or video display terminal.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Customer Service Assistant 2	64432	28	03/07/2004

CLASS CONCEPT

The full performance level class works under general direction & requires considerable knowledge of office practices & procedures, state &/or federal laws, rules, policies, legal interpretations & procedures governing operations of assigned unit/agency & public relations, & skill in operation of personal computer in order to act in place of deputy registrar for issuance/transfer/renewal of standard or special license plates, validation stickers placards, driver & vehicle registration &/or any other items normally issued by deputy registrars or process requests for items related to driver & vehicle registration that can not be purchased elsewhere for Bureau of Motor Vehicles, or to process transactions that require decision to be made in accordance with applicable laws, rules, policies & procedures & involve billing for or collection/release of money for transactions handled or other encumbrance activity, excluding billing for or collection of money for photocopying (e.g., Medicaid waiver claims associated with billing; maintenance of CAS vendor file, communicating with agencies & vendors to resolve discrepancies/errors & correcting rejecting documents: processing of unclaimed motor vehicle affidavits & surrendering of titles), or to respond to inquiries, requests for information &/or complaints that require in-depth knowledge of applicable laws, rules, policies & procedures as they pertain in given situation (e.g., assist lottery agents with consignment & validation of lottery tickets, processing prize payments & claims processing that involves issuing authorization to bank representative for customer using bank cashing method for payment, advising customers regarding claims process & providing assistance when prizewinner ticket will not validate; resolve or refer consumer complaints &/or inquiries filed with State Medical Board of Ohio) & in addition to one of preceding options, operate personal computer &/or video display terminal.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Customer Service Assistant 3	64433	29	06/20/1999

CLASS CONCEPT

The advanced level class works under general direction & requires thorough knowledge of office practices & procedures, state &/or federal laws, rules, policies, legal interpretations & procedures governing operations of assigned unit/agency & public relations, & skill in operation of personal computer in order to act as lead worker by providing work direction/assistance & training, on daily basis, to lower-level customer service assistants &/or contract/temporary employees who are hired on seasonal or other long term basis (i.e., who work amount of time equal to or exceeding that of length of probationary period of appropriate state classification that would be assigned if employees were civil service employees), &/or act as case/quality control reviewer on daily basis (i.e., randomly select cases/transactions for review to determine if staff is following rules & guidelines for processing, meeting anticipated production & making errors; coach staff to correct, reduce & eliminate errors; obtain missing data to complete processing & determine whether addition/corrections to computer/hardcopy files should be made or review special computer printouts to identify possible overpayments, address calls from referred customers or those whose files were identified by agency as requiring possible corrections & forward information to appropriate office for recovery of overpayments, & in addition to one of preceding options, review files to ensure appropriate corrections have been made or make corrections as necessary) & respond to difficult inquiries or those referred by lower-level customer service assistants, or in Public Utilities Commission, to prepare testimony & participate in developing rate case procedures with regard to service complaints, policy changes & compliance issues.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Customer Service Supervisor	64435	10	12/16/2012

CLASS CONCEPT

The supervisory level class works under general direction & requires thorough knowledge of supervisory principles/techniques, public relations, departmental operations, policies & procedures for assigned agency & applicable federal & state codes regulating departmental operations in order to research difficult inquiries or research, investigate & process consumers' inquiries & provide answers or information & supervise assigned staff with either option.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Customer Service Manager	64436	11	12/16/2012

CLASS CONCEPT

The managerial level class works under administrative direction & requires extensive knowledge of programs, operating policies & procedures & federal & state codes regulating operations for assigned agency, supervisory principles/techniques & public relations in order to plan, coordinate, promote & direct assistance & informational services to respond to complaints, inquiries &/or requests for information for variety of clients & supervise assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Assistant 1	64431	09	03/07/2004	27

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provide basic/routine information to & resolve basic/routine complaints from internal & external customers in response to inquiries, requests &/or complaints received in writing &/or by telephone, teletype, e-mail, in-person &/or other means of communication as front/main desk receptionist for assigned agency or sub-division thereof where office staff spend majority of their time in field/away from their desk (e.g., answers telephone &/or voice mail, takes messages/refers calls; greets, directs &/or registers customers; furnishes printed materials; stocks reception area with informational materials/forms pertinent to assigned office/department; provides general information concerning agency/sub-division operations/services; mails out informational packages);

OR

Interviews callers to gather pertinent information concerning alleged violations (e.g., fraud; poaching);

OR

Conducts search of hardcopy &/or computerized records to verify, locate or identify status of requested information (e.g., appeals; case files; amount of imposed fines &/or suspensions; vehicle titles & VIN numbers; information not found in LEADS);

OR

Responds to requests to schedule/reschedule inspections, rooms, appointments, medical examinations, and/or appeal hearings for customers/staff;

OR

Provides information &/or processes transactions that do not require in-depth knowledge of applicable federal &/or state laws, rules, policies, procedures &/or legal interpretations to respond to inquiries, requests &/or complaints from internal &/or external customers received in writing &/or by e-mail, telephone, teletype, in-person &/or other means of communication & may involve billing for /collection of payment for photocopying records,

AND

Operates personal computer &/or computer terminal to enter, update, correct, delete or send data, retrieve/look-up data to verify/give out information or give status of file/case, or schedule & re-schedule rooms, appointments, hearings, meetings, medical examinations, or inspections, register customers, log & track calls, &/or other information (e.g., movement of file; status of appeal; outcome of appeal; all materials received relative to appeal) &/or compose &/or generate reports & correspondence.

Performs any combination of following or like clerical support tasks: opens, timestamps, sorts & distributes mail; meters mail; greets &/or directs visitors; registers persons for training; prepares &/or maintains reports concerning work processed/calls handled; codes, catalogs & files/distributes documents; operates photocopier to obtain copies for dissemination &/or for files; collects money/bills customers for photocopies of information; counts & records cash collected for photocopies & forwards for further processing; receives checks in mail, logs checks received, batches checks, fills out appropriate slip attachment & forwards for further processing; operates cash register/cash counter; operates facsimile equipment to send & receive faxes; checks reception area, meeting or hearing rooms to ensure presentable appearance, displays are stocked &/or proper seating & equipment arrangements have been made as requested; stuffs envelopes for mailing; pages/telephones staff; takes inventory of supplies; stocks photocopier, printers &/or facsimile machine with paper &/or toner & clears paper jams; maintains staff time & attendance; coordinates or arranges for food service &/or equipment for meetings/conferences.

MAJOR WORKER CHARACTERISTICS

Knowledge of office practices & procedures; public relations; federal &/or state laws, rules, policies &/or procedures applicable to inquiries, complaints &/or transactions being processed;* typing/keyboarding. Skill in operation of office equipment (e.g., multi-line or single line telephone, photocopier, facsimile machine, teletype, cash register/cash counter, adding machine);* operation of personal computer or computer terminal. Ability to apply applicable laws, rules, policies &

procedures to respond to inquiries, requests &/or complaints &/or process transactions involving several variables within familiar context; handle routine contacts in writing &/or by telephone, teletype, e-mail, in-person &/or other means of communication with variety of internal & external customers, some of whom may be irate; collate & classify information about data, people or things; prepare &/or maintain accurate records & reports; work alone on most tasks.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

3 mos. trg. or 3 mos. exp. in office practices & procedures; 1 course or 3 mos. exp. in public relations or customer service to include techniques for dealing with difficult people; 1 course or 3 mos. exp. in typing, keyboarding, data entry or word processing; 1 course or 3 mos. exp. in operation of personal computer.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

Note: in the telecommunications section, within the Ohio Department of Public Safety, employees will automatically be reassigned to the Customer Services Assistant 2, 64432 classification after serving 6 months as a Customer Service Assistant 1, 64431.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

May be confined to desk answering telephone for 6.5 - 7 hours per day; may work second or third shift & weekends in units with 24 hour/7 days per week operations.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Assistant 2	64432	09	03/07/2004	28

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Act in place of deputy registrar for issuance/transfer/renewal of standard or special license plates, validation stickers, placards, driver & vehicle registration &/or any other items normally issued by deputy registrars or process requests for items related to driver & vehicle registration that can not be purchased elsewhere for Bureau of Motor Vehicles;

OR

Processes transactions that require decision to be made in accordance with applicable laws, rules, policies & procedures & involves billing for or collection/release of money for transactions handled or other encumbrance activity, excluding billing for or collection of money for photocopying (e.g., Medicaid waiver claims associated with billing; maintenance of CAS vendor file, communicating with agencies & vendors to resolve discrepancies/errors & correcting rejecting documents: processing of unclaimed motor vehicle affidavits & surrendering of titles);

OR

Responds to inquiries, requests for information &/or complaints that require in-depth knowledge of applicable laws, rules, policies & procedures as they pertain in given situation & independently determines appropriate action for resolution (e.g., assists lottery agents with consignment & validation of lottery tickets, processing prize payments & claims processing that involves issuing authorization to bank representative for customer using bank cashing method for payment, advises customers regarding claims process & provides assistance when prizewinner ticket will not validate; resolves or refers complaints &/or inquiries filed with State Medical Board of Ohio),

AND

Operates personal computer &/or computer terminal to enter, update, correct, delete or send data, retrieve/look-up data to verify/give out information or give status of file/case, or schedule & re-schedule rooms, appointments, hearings, meetings, medical examinations or inspections, register customers, log & track calls, &/or other information (e.g., movement of file; status of appeal; outcome of appeal; all materials received relative to appeal) &/or compose &/or generate reports & correspondence.

Handles any or all inquiries, requests & complaints &/or processing of transactions normally performed by lower-level customer service assistants during their absence, peak periods or as needed.

Performs any combination of following or like clerical support tasks: opens, timestamps, sorts & distributes mail; meters mail; greets &/or directs visitors; registers persons for training; prepares &/or maintains reports concerning work processed/calls handled; codes, catalogs & files/distributes documents; operates photocopier to obtain copies for dissemination &/or for files; collects money/bills customers for photocopies of information; counts & records cash collected for photocopies & forwards for further processing; receives checks in mail, logs checks received, batches checks, fills out appropriate slip attachment & forwards for further processing; operates cash register/cash counter; operates facsimile equipment to send & receive faxes; checks reception area, meeting or hearing rooms to ensure presentable appearance, displays are stocked &/or proper seating & equipment arrangements have been made as requested; stuffs envelopes for mailing; pages/telephones staff; takes inventory of supplies; stocks photocopier, printer &/or facsimile machine with paper &/or toner & clears paper jams; coordinates or arranges for food service &/or equipment for meetings/conferences.

Assists in providing training to new customer service assistants &/or cross training to customer service assistants from other work units (e.g., lets employee listen in calls & shadow performance of other tasks to learn how to handle them & apply appropriate laws, rules, legal interpretations, policies &/or procedures applicable to each situation).

MAJOR WORKER CHARACTERISTICS

Knowledge of office practices & procedures; public relations; federal &/or state laws, rules, policies &/or procedures applicable to inquiries, complaints &/or transactions being processed;* typing/keyboarding. Skill in operation of office equipment (e.g., multi-line or single line telephone, photocopier, facsimile machine, teletype, cash register/cash counter, adding machine);* operation of personal computer or computer terminal. Ability to apply laws, rules, policies &/or procedures applicable to routine & non-routine inquiries, requests, complaints &/or transactions involving variety of variables within familiar context; handle routine & non-routine inquiries, requests, complaints &/or transactions received in

writing &/or by telephone, teletype, e-mail, in-person contacts &/or by other means of communication with variety of internal & external customers, some of whom may be irate; collate & classify information about data, people or things; prepare &/or maintain accurate records & reports; work alone on most tasks.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

9 mos. trg. or 9 mos. exp. in office practices & procedures; 9 mos. trg. or 9 mos. exp. in public relations or customer service that included techniques for handling difficult people; 9 mos. trg. or 9 mos. exp. in typing, keyboarding, data entry or word processing; 9 mos. trg. or 9 mos. exp. in operation of personal computer.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

May be confined to desk answering telephone for 6.5 – 7 hours per day; may work second or third shift & weekends in units with 24 hour/7 days per week operations.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Assistant 3	64433	09	6/20/1999	29

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts as lead worker by providing work direction/assistance & training, on daily basis, to lower-level customer service assistants &/or contract/temporary employees who are hired on seasonal or other long term basis (i.e., who work amount of time equal to or exceeding probationary period of appropriate state classification that would be assigned if employees were civil service employees);

&/OR

Acts as case/quality control reviewer on daily basis (i.e., randomly selects cases/transactions for review to determine if staff is following rules & guidelines for processing, meeting anticipated production & making errors; coaches staff to correct, reduce & eliminate errors; obtains missing data to complete processing & determines whether addition/corrections to computer/hardcopy files should be made; or reviews special computer printouts to identify possible overpayments, addresses calls from referred customers or those whose files were identified by agency as requiring possible corrections & forwards information to appropriate office for recovery of overpayments; & in addition to one of preceding options, reviews files to ensure appropriate corrections have been made or makes corrections as necessary),

AND

Responds to difficult inquiries or those referred by lower-level customer service assistants;

OR

In Public Utilities Commission, prepares testimony & participates in developing rate case procedures with regard to service complaints, policy changes & compliance issues.

Operates personal computer &/or computer terminal to enter, update, correct, delete or send data, retrieve/look-up data to verify/give out information or give status of file/case, or schedule & re-schedule rooms, appointments, hearings, meetings, inspections, or medical examinations, register customers, log & track calls, &/or other information (e.g., movement of file; status of appeal; outcome of appeal; all materials received relative to appeal) &/or compose &/or generate reports & correspondence.

Handles any or all inquiries, request & complaints &/or processing of transactions normally performed by lower-level customer service assistants during their absence, peak periods or as needed.

Evaluates & revises speeches, audio/visual aides, pamphlets & brochures & educates speakers; maintains liaison with other offices within assigned agency, other state agencies &/or non-government officials; in public utilities commission, develops, organizes & participates in public speakers' bureau.

Complies reports from staff members for inclusion in summaries of activities for assigned unit; participates in development & preparation of special projects (e.g., special concerns such as sub-metering complaints for legislature); develops training program for government agencies involved in energy assistance program; maintains & updates files.

MAJOR WORKER CHARACTERISTICS

Knowledge of office practices & procedures; employee training & development;* public relations; state &/or federal laws, rules, policies & procedures applicable to inquiries, requests, complaints &/or transactions being processed; typing/keyboarding. Skill in operation of office equipment (e.g., multi-line or single-line telephone, photocopier, facsimile machine, teletype, cash register/cash counter, adding machine); operation of personal computer or computer terminal. Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, people or things; handle sensitive inquiries, requests, complaints &/or transactions received in writing &/or by telephone, e-mail, teletype, in-person &/or other means of communication with variety of internal & external customers, some of whom may be irate; generate routine business correspondence using standard practices; prepare meaningful, concise & accurate reports; write &/or edit materials for publication or speeches to be delivered to specialized audiences & general public; establish friendly atmospheres as lead worker; work alone & cooperate with co-workers on group projects.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

12 mos. trg. or 12 mos. exp. in office practices & procedures of which 3 mos. involved operation of various office equipment; 12 mos. trg. or 12 mos. exp. in public relations or customer service to include techniques for dealing with difficult people; 12 mos. trg. or 12 mos. exp. in state &/or federal laws, rules, policies & procedures applicable to assigned inquiries, requests, complaints &/or transactions to be processed; 9 mos. trg. or 9 mos. exp. in typing, keyboarding, data entry, or word processing; 9 mos. trg. or 9 mos. exp. in operation of personal computer.

-Or 6 mos. as Customer Service Assistant 2, 64432.

-Or 9 mos. exp. as Customer Service Assistant 1, 64431.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

May be confined to desk answering telephone for 6.5 - 7 hours per day; may work second or third shift & weekends in units with 24 hour/7 days per week operations.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Supervisor	64435	EX	12/16/2012	10

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Researches difficult inquiries (i.e., referrals from lower-level customer service assistants) or researches, investigates & processes consumers' inquiries & provides answers or information & supervises assigned staff with either option.

Develops, organizes & participates in public speakers bureau; evaluates & revises speeches, audio-visual aides, pamphlets & brochures; educates speakers; maintains liaison with other offices within assigned agency, other state agencies &/or non-government officials.

Compiles reports from staff members for inclusion in summaries of activities for assigned unit; participates in research, development & preparation of special projects (e.g., special concerns such as submetering complaints for legislature); develops training program for government agencies involved in special program; maintains & updates files; orders & maintains office supply inventory; provides training for staff; informs staff of procedure changes &/or modifications.

MAJOR WORKER CHARACTERISTICS

Knowledge of supervisory principles/techniques*; public relations; departmental operations, policies & procedures for assigned agency; applicable federal & state codes regulating departmental operations; applications of mathematical, analytical &/or statistical methods in formulating & solving problems or in decision making*; public speaking, speech or communication*. Ability to define problems, collect data, establish facts & draw valid conclusions; establish friendly atmosphere as supervisor of work unit; use research methods in gathering data; handle sensitive telephone, written or face to face inquiries with government officials & general public; interpret variety of technical material in books, journals & manuals; prepare & deliver speeches before specialized audiences & general public; prepare meaningful, precise & accurate reports.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

12 mos. trg. or 12 mos. exp. as ombudsman in governmental agency or private sector.

-Or 12 mos. exp. as Customer Service Assistant 3, 64433, for assigned agency.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Manager	64436	EX	12/16/2012	11

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, coordinates, promotes &/or directs assistance & informational services to respond to complaints, inquiries &/or requests for information by telephone, letter &/or in person for variety of clients (e.g., consumers, business people, government officials, patients, residents &/or general public) & supervises assigned staff.

Follows-up on & attempts resolution of problems, improvements of conditions, inequities & concerns & meets with any persons able to affect changes or implement improvements; attends meetings &/or workshops & maintains awareness of situations, trends &/or occurrences which could affect interests of clients.

Advises & counsels agency administrators & other staff in areas affecting client interest.

Provides information upon request to public officials & general public through programs, presentations &/or speaking engagements.

MAJOR WORKER CHARACTERISTICS

Knowledge of public relations; programs, operating policies & procedures for assigned agency; federal & state codes regulating operations for assigned agency; applications of mathematical, analytical &/or statistical methods in formulating & solving problems or in decision making; supervisory principles/techniques; public speaking, speech or communication. Ability to define problems, collect data, establish facts & draw valid conclusions; handle sensitive inquiries from & contacts with officials & general public; resolve complaints from angry citizens & general public; prepare & deliver speeches before specialized audiences & general public; use proper research methods in gathering data; gather, collate & classify information about data, people or things; establish friendly atmosphere as supervisor of work unit.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

12 mos. trg. or 12 mos. exp. in departmental operations & programs, policies & procedures for assigned agency; 12 mos. trg. or 12 mos. exp. in federal & state laws regarding operation of assigned agency; 1 course or 3 mos. exp. in public relations; 1 course or 3 mos. exp. in applications of mathematical, analytical &/or statistical methods used in formulating & solving problems or in decision making; 1 course or 3 mos. exp. in public speaking, speech or communication; 6 mos. trg. or 6 mos. exp. in supervisory principles/techniques.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Not applicable.