CLASSIFICATION SPECIFICATION
Developed for Equal Opportunity

Public Inquiries Assistant 2 AUG 0 2 1987

CODE: 64431C

MAJOR AGENCIES: County Offices, Universities

JURISDICTION: Cnty., Univ.

FUNCTION: Under general direction from public inquiries officer or public information officer, acts as lead worker over lower-level public inquiries assistants, evaluates & revises speeches, audio visual aides, pamphlets & brochures, develops, organizes & participates in Public Speakers Bureau & coordinates & participates in development, research & preparation of ~~special projects;~~ PERFORMS RELATED DUTIES AS REQUIRED

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	22-28	Acts as lead worker (i.e., provides work direction & training) over lower-level public inquiries assistants (e.g., assigns projects & cases; evaluates & monitors responses & interpretations of staff; functions as resource person for entire department; updates & revises training materials as needed; keeps staff abreast of any relevant information & organizes & contacts department staff who will assist in this function).	Knowledge of (1) supervision*, (2) employee training & development*, (3) public relations, (4) departmental functions, policies, procedures for assigned agency, (5) federal & state codes regulating departmental operations for assigned agency; ability to (6) define problems, collect data, establish facts & draw valid conclusions, (7) establish friendly atmosphere as supervisor.
2	38-44	Researches difficult inquiries (i.e., referrals from lower-level public inquiries assistants) or researches, investigates & processes consumers' inquiries & provides answers or information.	Knowledge of 3, 4, 5; ability to 6, (8) gather, collate & classify information about data, people or things, (9) handle sensitive telephone, written & face to face inquiries with government officials & general public, (10) write routine business letters reflecting standard practice.
3	15-21	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.	Knowledge of 3, 4, 5; ability to 6, 9, (11) write &/or edit materials for publication or speeches to be delivered to specialized audiences & general public.

(744)

(23:1-7-17)

*Developed after employment

UNUSUAL WORKING CONDITIONS:

MINIMUM CLASS REQUIREMENTS: *(including license, if any.)* 1000 hrs. training in departmental functions, policies & procedures for assigned agency (or 12 mos. exp.); 1000 hrs. training in federal & state codes regulating departmental operations for assigned agency (or 12 mos. exp.); 600 hrs. training in public relations (or 6 mos. exp.) or equivalent.

TRAINING & DEVELOPMENT:

FORM ADM-4134

CLASS TITLE: Public Inquiries Assistant 2

CODE: 64431C

NEW AUG 0 2 1987

OHIO CLASSIFICATION SPECIFICATION *Developed for Equal Opportunity*	CLASS TITLE: Public Inquiries Assistant 2	CODE: 64431C
	MAJOR AGENCIES: County Offices, Universities	JURISDICTION: Cnty., Univ

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
4	13-19	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 energy assistance program; maintains & updates files.	Knowledge of 4, 5; ability 6, 8, (12) cooperate with co-workers on group projects, (13) prepare meaningful, concise & accurate reports.

(744)

123.1-7-17

*Developed after employment

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: *(including license, if any.)*	TRAINING & DEVELOPMENT: