AUG 0 2 1987

NEW

OHIO CLASSIFICATION SPECIFICATION

Developed for Equal Opportunity

CLASS TITLE: Public Inquiries Officer

CODE: 64436C

MAJOR AGENCIES: County Offices, Universities

JURISDICTION: Cnty., Univ.

FUNCTION: Under administrative direction from agency director or deputy director, manages & coordinates assistance & informational services for consumers, business people &/or government officials, follows-up &/or resolves problems & supervises staff involved in responding to inquiries & requests for information;

- PERFORMS RELATED DUTIES AS REQUIRED

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	56-67	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) & has authority to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline other public employees (i.e., classified in 64400 Public Information & Inquiry Group &/or clerical positions); to responsibly direct them; to adjust their grievances; or to effectively recommend such action, with all of preceding requiring independent judgment.	Knowledge of (1) public relations, (2) programs, operating, policies & procedures for assigned agency, (3) federal & state codes regulating operations for assigned agency, (4) supervision*; ability to (5) define problems, collect data, establish facts & draw valid conclusions, (6) handle sensitive inquiries from & contacts with officials & general public, (7) use proper research methods in gathering data, (8) establish friendly atmosphere as supervisor of work unit.
2	6-26	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 occurances which could affect interests of clients.	Knowledge of 1, 2, 3; ability to 5, 6, 7, (9) resolve complaints from angry citizens & government officials, (10) gather, collate & classify information about data, people or things.
3	11-21	Advises & counsels agency administrators & other staff in areas affecting client interest.	Knowledge of 1, 2, 3; ability to 5, 6, 9, 10.

(759)

123:1-7-17

*Developed after employment

UNUSUAL WORKING CONDITIONS:

MINIMUM CLASS REQUIREMENTS: *(including license, if any.)* 1000 hrs. training in departmental operations & programs, policies & procedures for assigned agency (or 12 mos. exp.); 1000 hrs. training in federal & state laws regarding operation of assigned agency (or 12 mos. exp.); 1 course in public relations (or 1 mo. exp.); 1 course in applications of mathematical, analytical &/or statistical methods used informulating & solving problems or in decision making (or 1 mo. exp.); 1 course in public speaking, speech or communication (or 1 mo. exp.); or

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RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
4	1-11	Provides information upon request to public officials & general public through programs, presentations &/or speaking engagements.	Knowledge of 1, 2, 3; ability to 5, 6, (11) prepare & deliver speeches before specialized audiences & general public.

(751)

123:1-7-17

*Developed after employment

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