



CLASSIFICATION SPECIFICATION

CLASS NUMBER 30171

PUBLIC INQUIRIES ASSISTANT

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE

MAY 5, 2002

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Public Inquiries Assistant may not perform all of the duties listed. However, performance of the first duty (I) is mandatory for this position.



Summary of Essential Duties

The primary purpose of the position of Public Inquires Assistant is to provide information and assistance to individuals in response to inquiries received and perform research to determine solution to problems with clients cases. The incumbent maintains records and documentation of case development and correspondence with related parties.

Duties

Frequency: 80% +/-10%

- I. Provides information and assistance to individuals (e.g., medical providers, clients, agencies, the general public) in response to inquiries received by telephone, mail, fax, electronically or in person and performs research to determine solutions to problems with clients' cases (e.g., rejections of assistance).

Frequency: 10% +/-3%

- II. Maintains records and documentation of case development and correspondence with related parties resulting from public inquiries.

Frequency: 8% +/-2%

- III. Performs various clerical duties within county department of job and family services.

Frequency: 2% +/-1%

- IV. Attends various meetings, workshops, and training sessions based upon need and/or the request of supervisor.



**KSA'S FOR THE
JOB CLASSIFICATION OF
PUBLIC INQUIRIES ASSISTANT**

| DUTY | KNOWLEDGE | SKILLS | ABILITIES |
|------------|--|--|--|
| I | Local, State and Federal laws, rules and regulations concerning client services programs; Issues concerning clients eligibility for agency administered programs and services; Confidentiality procedures and guidelines for cases of agency administered programs & services; Various applications for agency administered programs & services; Procedures for collecting information for victims of crimes and providing this information to the Attorney General; Computer operations; Administrative procedural practices; Public relations issues; Public administration; Agency programs and regulations. Research techniques. | Oral communication; Organization; Writing; Advising; Public speaking. Operating computers. | Use computers; Ensure confidentiality of individual cases; Advise others; Complete forms for agency administered programs & services; Exchange information with others; Research client cases to identify assistance eligibility; Resolve a wide range of problems concerning public inquiries; Perform a wide variety of interrelated nonstandard procedural assignments; Present and explain policies and procedures; Listen for problems or issues and provide responses. Research and compile information regarding clients case standing; Relay relevant information regarding status of clients; Extract information from various sources. |
| II | Various forms (e.g., 7102's, 6612's); Administrative procedures; Filing procedures. | Organization; Data entry; Filing procedures. | Compiles and prepares information (e.g., 7102's and 6612's); Reviews reports; Maintain records. |
| III | Mailing procedures; Administrative practices; Computer operations; Office practices and procedures; Training practices. | Writing; Data entry; Operating computers. | Write documents; Operate computers; Teach and train others on clerical tasks. |
| IV | Learning principles. | Attentiveness. | Retain and apply information to CDJFS procedures. |



Minimum Qualifications

- Formal education in arithmetic that includes addition and subtraction, and reading and speaking common English vocabulary, and one course or six months experience in typing, keyboarding or word processing. Also requires an additional twelve months experience in a service-related environment handling in-person, written and/or telephone inquiries and/or complaints with clients, customers and/or general public.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Unusual Working Conditions/Hazards

The position involves no responsibility for the physical well being of others. Additionally, the position involves very limited probability of any injury or health hazard, such as would be expected in typical office environments.