

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	CLASSIFICATION SERIES: Public Inquiries	SERIES NO.: 6443	
	MAJOR AGENCIES: Attorney General only	EFFECT. DATE: 01/01/1980	NEW EFF. DATE: 09/22/1991

SERIES PURPOSE:

The purpose of the public inquiries occupation is to provide assistance & information to consumers, business people, government officials, patients, residents & general public in response to requests & inquiries.

At the first level, incumbents provide assistance & information to individuals & assist in resolving problems, questions & complaints. At the second level, incumbents provide work direction & training over lower-level public inquiries assistants.

CLASS TITLE:

Public Inquiries Assistant 1

CLASS NUMBER:

64431

EFFECTIVE DATE:

01/01/1980

NEW EFFECTIVE DATE:

09/22/1991

CLASS CONCEPT:

The full performance level class works under general direction & requires considerable knowledge of departmental operations, procedures & regulations & public relations in order to provide assistance & information to individuals in response to requests & inquiries & provide assistance in resolving problems, questions & complaints.

CLASS TITLE:

Public Inquiries Assistant 2

CLASS NUMBER:

64432

EFFECTIVE DATE:

01/01/1980

NEW EFFECTIVE DATE:

09/22/1991

CLASS CONCEPT:

The advanced level class works under general direction & requires thorough knowledge of departmental functions, policies, procedures for assigned agency, federal & state codes regulating departmental operations for assigned agency & employee training & development in order to provide work direction & training over lower-level public inquiries assistants & in Public Utilities Commission prepares testimony & participates in developing rate case procedures with regard to service complaints, policy changes & compliance issues.

CLASS TITLE: Public Inquiries Assistant 1	CLASS NO.: 64431	BARG. UNITS: 047
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EFFECTIVE DATE:

01/01/1980

NEW EFFECTIVE DATE:

09/22/1991

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.)

Provides assistance & information to consumers, business people, government officials, patients, residents & general public in response to requests & inquiries received by telephone, mail & in person & refers client to another source, provides assistance in resolving problems, questions or complaints, counsels &/or gives advice & follows up to assure consistent maintenance of conditions favorable to client when necessary.

Assists with &/or performs research to determine solutions to problems affecting clients, to determine nature & magnitude of problems or complaints, &/or to study particular products, practices or services in behalf of clients.

Assists with & maintains records, data, documentation & reports regarding calls, correspondence, contacts & actions; assists with maintenance & inventory of publications & brochures.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures*; departmental operations, procedures & regulations*; public relations. Ability to deal with problems involving several variables in familiar context; define problems, collect data, establish facts & draw valid conclusions; cooperate with co-workers on group projects; handle sensitive inquiries & contacts; compile, write & edit reports; keep accurate records; gather, collate & classify information about data, people or things; work alone on most tasks.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

3 mos. trg. or 3 mos. exp. in public relations.

-Or alternative, equivalent evidence of the Major Worker Characteristics noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Public Inquiries Assistant 2	CLASS NO.: 64432	BARG. UNITS: 047
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EFFECTIVE DATE:

01/01/1980

NEW EFFECTIVE DATE:

09/22/1991

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.)

Serves 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; updates & revises training materials as needed; keeps staff abreast of any relevant information & organizes & contacts department staff who will assist in this function) & in Public Utilities Commission, prepares testimony & participates in developing rate case procedures with regard to service complaints, policy changes & compliance issues.

Researches difficult inquiries (i.e., referrals from lower-level public inquiries assistants) or researches, investigates & processes consumers' inquiries & provides answers or information.

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.

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.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training & development*; public relations; departmental functions, policies, procedures for assigned agency; federal & state codes regulating departmental operations for assigned agency. Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, people or things; handle sensitive telephone, written & face to face inquiries with government officials & general public; write routine business letters reflecting standard practice; prepare meaningful, concise & accurate reports; write &/or edit materials for publication or speeches to be delivered to specialized audiences & general public; establish friendly atmosphere as lead worker; cooperate with co-workers on group projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. trg. or 12 mos. exp. in departmental functions, policies & procedures for assigned agency; 12 mos. trg. or 12 mos. exp. in federal & state codes regulating departmental operations for assigned agency; 6 mos. trg. or 6 mos. exp. in public relations. -Or 6 mos. exp. as Public Inquiries Assistant 1, 64430, for assigned agency. -Or alternative, equivalent evidence of the Major Worker Characteristics noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.