

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	<b>CLASSIFICATION SERIES:</b> Public Inquiries	<b>SERIES NO :</b> 6443T
	<b>MAJOR AGENCIES:</b> Treasurer of State only	<b>EFFECTIVE DATE:</b> 1-23-94
<p><b>SERIES PURPOSE:</b> The purpose of the public inquiries occupation is to provide assistance &amp; information to consumers, business people, government officials, patients, residents &amp; general public in response to requests &amp; inquiries.</p> <p>Incumbents provide work direction &amp; training over lower-level public inquiries assistants.</p>		

**CLASS TITLE:**  
Public Inquiries Assistant 2

**CLASS NUMBER:**  
64432T

**EFFECTIVE DATE:**  
1-23-94

**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.

<b>CLASS TITLE:</b> Public Inquiries Assistant 2	<b>CLASS NUMBER:</b> 64432T	<b>BARGAINING UNIT:</b> EX
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**JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THE 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).

Researches difficult inquiries (i.e., referrals from lower-level public inquiries assistants).

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); 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.

**(\*)Developed after employment.**

**MINIMUM 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 equivalent of the 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.