

STATE OF OHIO (DAS)

CLASSIFICATION

SPECIFICATION

CLASSIFICATION SERIES:

Constituent Liaison Officer

SERIES NO.:

6446AG

MAJOR AGENCIES:

Attorney General only

EFFECT. DATE

08/04/1996

SERIES PURPOSE: The purpose of the constituent liaison officer occupation is to provide assistance & information pertaining to Ohio Victims of Crime Compensation Program or environmental issues to general public, industry representatives, legislators, crime victims & advocates of crime victims in response to verbal &/or written requests.

At the full performance level, incumbents provide assistance & information pertaining to Ohio Victims of Crime Compensation Program or environmental issues to general public, industry representatives, legislators, crime victim in response to verbal &/or written requests.

CLASS TITLE:

Constituent Liaison Officer

CLASS NUMBER:

64461AG

EFFECTIVE DATE:

08/04/1996

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of crime victim assistance programs in order to provide assistance & information pertaining to Ohio Victims of Crime Compensation Program or environmental issues to general public, industry representatives, legislators, crime victim advocates & crime victims in response to verbal &/or written requests & provides assistance in resolving problems, questions & complaints.

CLASS TITLE: Constituent Liaison Officer	CLASS NUMBER: 64461AG	BARGAINING UNIT: EX
--	---------------------------------	-------------------------------

EFFECTIVE DATE:
08/04/1996

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 pertaining to Ohio Victims of Crime Compensation Program or environmental issues to general public, industry representatives, members of legislature & advocates of crime victims & crime victims in response to verbal &/or written requests & provides assistance in resolving problems, questions & complaints to include crisis intervention with crime victims & sending out compensation information & applications upon request.

Coordinates operations of Attorney General's Crime Victims Hotline to include providing work direction & training to volunteer staff; assists attorneys to include gathering data regarding case status; researches & analyzes inquiries.

Monitors & collects data from victim service providers; maintains & updates data to include onsite visitations; reviews & analyzes state & federal grant applications submitted by crime victim assistance programs; maintains resource files, booklets & information packets for distribution to interested individuals concerning wide spectrum of crime victim topics & mails/distributes upon request; conducts onsite monitoring visits of areas which pose environmental concern (e.g., factories) & interviews witnesses relative to environmental cases.

Prepares & presents speeches & workshops on various topics regarding crime victimization to public & private sector; attends statewide crime victim assistance association meetings to represent Attorney General's Crime Victims Services Section; attends meetings & speaks to industry & citizens regarding environmental issues & concerns.

MAJOR WORKER CHARACTERISTICS:

Knowledge of human services (e.g., social work, psychology, sociology, public administration, human resources, criminology, criminal justice), public relations; employee training & development*; laws, rules & guidelines pertaining to Ohio Crime Victims Compensation & assistance programs; speech &/or oral communications. Skill in operation of personal computer*. Ability to collect data, establish facts & draw valid conclusions; prepare & deliver speeches & workshops; prepare meaningful, concise & accurate reports; maintain accurate records; establish friendly atmosphere as lead worker over work group; use research methods in gathering data.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in social work, psychology, sociology, human resources, public administration criminology, criminal justice or communications.

-Or 12 mos. trg. or 12 mos. exp. in application of laws, rules & guidelines pertaining to environmental enforcement or Ohio Crime Victims Compensation & Assistance Program; 6 mos. trg. or 6 mos. exp. in public relations; 6 mos. trg. or 6 mos. exp. in speech &/or oral communication.

-Or equivalent of 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.