SERIES PURPOSE
The purpose of the Public Inquiries Assistant (PIA) occupation is to provide information & assistance to consumers, business people, government officials, crime victims, & the general public.

At the first level, incumbents provide general guidance & assist the constituents with resolving their concerns, problems, questions &/or complaints.

At the second level, incumbents provide training & oversight to lower-level public inquiries assistants, handles more complex inquiries, assists PIA 1’s when necessary & assists management with workflow procedures, data entry corrections, quality control & productivity standards.

CLASS CONCEPT
The full performance level class works under general direction & requires considerable knowledge of agency & section operations, procedures & protocols & customer service in order to provide assistance & information to individuals in response to requests & inquiries & provide assistance in resolving problems, questions & complaints.

CLASS CONCEPT
The advanced level class works under general direction & requires thorough knowledge of agency functions, policies, procedures, federal & state codes relating to section operations, & employee training & development in order to provide work direction & training over lower-level public inquiries assistants & to handle difficult or more complex inquiries.
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 individuals in order to answer questions &/or resolve problems &/or complaints.
- Handles high volume of telephone calls, inquiries & communications to & from individuals (e.g., consumers, victims of crimes, victims service providers, business people, government officials, patients, residents & general public).
- Accurately summarizes the constituent’s inquiry or request.
- Assists in resolving problems, questions or complaints.
- Accurately completes forms on internal & external forms & databases using a variety of softwares.
- Conducts research to determine solutions to problems affecting constituents by utilizing training materials & specific policies & procedures to evaluate the nature & magnitude of the problems/complaints.
- Provides general guidance, advice, resources & referrals.
- Conducts follow up contact to ensure resolution of situation if necessary.
- Maintains & retrieves records (electronic & hard copy), data, documentation & reports regarding calls, correspondence, in person contacts & actions.
- Enters & maintains data within internal &/or external databases to track actions & contacts completed on each inquiry.
- Assists with maintenance, inventory & distribution of publications & brochures.
- Performs other related clerical duties (e.g., files, copies, scans, types correspondence).

MAJOR WORKER CHARACTERISTICS
Knowledge of office practices & procedures*; Attorney General policies & procedures*; departmental operations & procedures*; federal, state & local laws & regulations related to assigned section*; customer service. Skill in use of personal computer; Microsoft Office Suite. 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
1 course or 3 mos. exp. in use of multi-line telephone system; 1 course or 3 mos. exp. in use of personal computer; 3 mos. trg. or 3 mos. exp. in customer service.

-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.
JOB TITLE
Public Inquiries Assistant 2

JOB CODE
64432AG

B. U.
47

EFFECTIVE
10/28/2018

PAY GRADE
9

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 over lower-level public inquiries assistants & handles difficult or complex inquiries
- Provides work direction & training for lower-level public inquiries assistants (e.g., assigns projects, answers questions, provides guidance, monitors responses of staff)
- Updates & revises training materials as needed
- Notifies staff of any relevant information regarding changes to processes, regulations or other matters
- Researches difficult inquiries referred from lower-level public inquiries assistants
- Researches, investigates & responds to client inquiries & provides answers &/or information
- Acts as liaison to other sections within agency, other state agencies &/or non-government officials
- Compiles data from staff members summarizing activities for section
- Assists with development & preparation of special projects

MAJOR WORKER CHARACTERISTICS
Knowledge of employee training & development*; customer service; office practices & procedures*; Attorney General’s policies & procedures*; departmental operations & procedures*; federal, state & local laws & regulations related to assigned section*. Skill in use of personal computer; Microsoft Office Suite. 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 CLASS QUALIFICATIONS FOR EMPLOYMENT
12 mos. trg. or 12 mos. exp. in use of multi-line telephone system; 12 mos. trg. or 12 mos. exp. in use of personal computer; 12 mos. trg. or 12 mos. exp in federal & state laws & regulations related to assigned section; 12 mos. trg. or 12 mos. exp. in customer service.

-Or 12 mos. exp. as Public Inquiries Assistant 1, 64431AG

-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.