

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	<u>CLASSIFICATION SERIES</u> Public Inquiries Assistant	<u>SERIES NUMBER</u> 6443AG
	<u>MAJOR AGENCIES</u> Attorney General Only	<u>EFFECTIVE</u> 10/28/2018

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.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Public Inquiries Assistant 1	64431AG	27	10/28/2018

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.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Public Inquiries Assistant 2	64432AG	9	10/28/2018

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.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Public Inquiries Assistant 1	64431AG	45	10/28/2018	27

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.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Public Inquiries Assistant 2	64432AG	47	10/28/2018	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.