<table>
<thead>
<tr>
<th>CLASSIFICATION SERIES:</th>
<th>Constituent Liaison Officer</th>
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<tbody>
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<td>MAJOR AGENCIES:</td>
<td>Attorney General only</td>
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<tr>
<td>SERIES NO.:</td>
<td>6446AG</td>
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<tr>
<td>EFFECT. DATE</td>
<td>08/04/1996</td>
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**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.
JOE 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 & 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 & 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.