

CLASSIFICATION
SPECIFICATION

Developed for Equal Opportunity

Public Inquiries Assistant 2

JUN 11 1987

Je: 431C
JURISDICTION: Cnty., Univ.

MAJOR AGENCIES:

County Offices, Universities

FUNCTION: Under general direction from public inquiries officer or public information officer, acts as lead worker over lower-level public inquiries assistants, evaluates & revises speeches, audio visual aides, pamphlets & brochures, develops, organizes & participates in Public Speakers Bureau & coordinates & participates in development, research & preparation of special projects; **- PERFORMS RELATED DUTIES AS REQUIRED**

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	22-28	Acts 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; functions as resource person for entire department; updates & revises training materials as needed; keeps staff abreast of any relevant information & organizes & contacts department staff who will assist in this function).	Knowledge of (1) supervision*, (2) employee training & development*, (3) public relations, (4) departmental functions, policies, procedures for assigned agency, (5) federal & state codes regulating departmental operations for assigned agency; ability to (6) define problems, collect data, establish facts & draw valid conclusions, (7) establish friendly atmosphere as supervisor.
2	38-44	Researches difficult inquiries (i.e., referrals from lower-level public inquiries assistants) or researches, investigates & processes consumers' inquiries & provides answers or information.	Knowledge of 3, 4, 5; ability to 6, (8) gather, collate & classify information about data, people or things, (9) handle sensitive telephone, written & face to face inquiries with government officials & general public, (10) write routine business letters reflecting standard practice.
3	15-21	Develops, organizes & participates in Public Speakers Bureau; 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.	Knowledge of 3, 4, 5; ability to 6, 9, (11) write &/or edit materials for publication or speeches to be delivered to specialized audiences & general public.

(748)

23-1-7-17

*Developed after employment

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (including license, if any.) 1000 hrs. training in departmental functions, policies & procedures for assigned agency (or 12 mos. exp.); 1000 hrs. training in federal & state codes regulating departmental operations for assigned agency (or 12 mos. exp.); 600 hrs. training in public relations (or 6 mos. exp.) or equivalent.	TRAINING & DEVELOPMENT:
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CLASS TITLE:

Public Inquiries Assistant 2

MAJOR AGENCIES:

County Offices, Universities

NEW
UN 11 1987

DE:

64431C

JURISDICTION:

Cnty., Univ

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
4	13-19	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); develops training program for government agencies involved in energy assistance program; maintains & updates files.	Knowledge of 4, 5; ability 6, 8, (12) cooperate with co-workers on group projects, (13) prepare meaningful, concise & accurate reports.

(749)

123.1-7-17

**Developed after employment*

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: <i>(including license, if any.)</i>	TRAINING & DEVELOPMENT:
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