

INFORMATION AND COMMUNICATION**PUBLIC INFORMATION CLERK****DEFINITION**

Under general supervision, assists the public by answering inquiries and complaints; directs the public to the appropriate department; operates a telephone switchboard; performs routine clerical work; and does related work as required.

DISTINGUISHING CHARACTERISTICS

The incumbent is assigned increasingly responsible public contact and clerical work involving independent judgement. The work is performed under general supervision. This class is responsible for conducting transactions with other employees and the general public requiring knowledge of laws, rules, procedures and policies and for supplying facts and interpretations. First assignments are specific within established operational rules and precedents; work is reviewed upon completion. With experience, more complex and varied assignments are received.

TYPICAL TASKS

Receives visitors to City Hall and directs them to the proper offices; receives complaints and public requests for information both over the phone and in person; personally responds to and/or refers complaints and inquiries to the appropriate authority; answers a telephone trunk line switching console receiving calls from the public to all City Departments and routing calls to the proper party; types, proofreads, checks and files a variety of information, such as rosters, directories, index cards and correspondence; receives, sorts, and distributes incoming and outgoing mail; operates a variety of standard office equipment; trains relief operators; operates two-way radio to communicate with and give messages to field personnel; performs related duties as required.

EMPLOYMENT STANDARDS

Training & Experience - Any combination of education and experience equivalent to graduation from high school and one year of experience as a Clerk Typist, or a position with similar skills and responsibilities, including public contact experience, preferably performing receptionist duties. Must type accurately at a net speed of 50 words per minute.

Knowledge & Abilities - Knowledge of modern office methods, practices, procedures, and equipment; knowledge of correct English usage, spelling, grammar and punctuation; knowledge of proper telephone etiquette; ability to deal firmly, but politely with the general public; ability to operate a central telephone switchboard; ability to proofread to identify errors in spelling, grammar, punctuation and statistics; ability to speak with a clear, well-modulated voice; ability to work cooperatively with supervisors, employees and the public.

Licenses & Certificates - Possession of a valid California driver's license.

WORKING CONDITIONS

Work is performed in an office environment and in close proximity to other workers. Incumbent must be able to communicate with great facility and must be able to be understood.