

Public Relations Clerk

DEFINITION

This is public information and limited clerical work conducting the activities of the City General Information desk.

Work of this class involves meeting the general public and directing them to the proper area or areas within City Hall or to the proper respective departments located throughout the City. The employee is responsible for answering general inquiries regarding the City Administration and departments, both over the counter or by telephone. These inquiries may either take the line of general information or registration of complaints.

Work is performed without immediate supervision and in accordance with instructions from the office clerical supervisor in the Public Relations Department.

TYPICAL DUTIES*

Provides information to general public in regard to the whereabouts of the various departments and sections in the City (both City Hall and civic departments located throughout the City).

Maintains an updated cardex system of information regarding civic departments (personnel, location and events).

Maintains a board listing of all meetings on a daily basis.

Be familiar with key events calendar and upcoming notable events within the civic service.

May be required to provide leadhand supervision over support staff at the Information Desk.

Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Must have a functional working knowledge of all civic departments and personnel contacts within those departments.

Knowledge of location of various civic departments outside of City Hall.

Ability to deal courteously and tactfully with the public and convey routine information through personal contact, telephone or correspondence.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) grade in school supplemented by a minimum of one (1) year's experience in work involving public contact with the Civic Service.

** This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0288		0289	
Last Updated:	1983-06 (qualifications revised)			
Previous Updates:	1981-04			
Originated:	1979-01			