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OHIO CLASSIFICATION SPECIFICATION *Developed for Equal Opportunity*	CLASS TITLE: Public Inquiries Assistant 1	CODE: 64430 C
	MAJOR AGENCIES: County Offices, Universities	JURISDICTION: Cnty., Univ.

FUNCTION: Under general direction from higher-level public inquiries assistant or public information officer or other bureau or section supervisor, provides assistance & information to consumers, business people, goverment officials, patients, residents & general public in response to requests & inquiries; assists with &/or performs related research, reporting & record-keeping; -PERFORMS RELATED DUTIES AS REQUIRED

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	48-68	Provides assistance & information to consumers, business people, government officials, patients, residents and general public in response to requests & inquiries received by telephone, in mail or in person & refers client to another source, provides assistance in resolving problems, questions, complaints, counsels &/or gives advice & follows up to assure consistent maintenance of conditions favorable to client when necessary.	Knowledge of (1) office practices & procedures*, (2) departmental operations, procedures & regulations*, (3) public relations; ability to (4) deal with problems involving several variables in familiar context, (5) define problems, collect data, establish facts, draw conclusions, (6) cooperate with co-workers on group projects, (7) handle sensitive inquiries & contacts.
2	10-30	Assists with &/or performs research to determine solutions to problems affecting clients, to determine nature & magnitude of problems or complaints, &/or to study particular products, practices or services in behalf of clients.	Knowledge of 1*, 2*; ability to 5, (8) compile, write, edit reports, (9) work alone on most tasks.
3	11-31	Assists with & maintains records, data, documentation & reports regarding calls, correspondence, contacts & actions.	Knowledge of 1*, 2*; ability to 4, 8, (10) keep accurate records, (11) gather, collate, classify information about data, people, things.

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123:1-2-17

*Developed after employment

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: *(including license, if any.)* Ability to calculate fractions, decimals and percentages and to read and write common vocabulary plus: 3 courses in public relations (or 3 mos. exp.); or equivalent.	TRAINING & DEVELOPMENT:

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