

## GENERAL DESCRIPTION OF CLASS

The PUBLIC SERVICE REPRESENTATIVE 1 aids the users of services and facilities of a State agency by providing general information while performing telephone switchboard and/or receptionist duties that may include limited clerical tasks.

## DISTINGUISHING FEATURES

This is the first level of a four-level series. At this level, employees have basic knowledge of services available within the agency, enabling them to primarily give directions, provide locational information, and/or direct calls. Employees in this class may perform simple and repetitive clerical tasks. At this level employees must be skilled in communicating with the public on the telephone or in person to provide information. This class is distinguished from the next higher level by absence of high volume reception duties where many of the employee's contacts are with distressed individuals. Switchboard responsibilities at this level may be of high volume but there is an absence of nonroutine, emergency situations, an absence of responsibility for paging duties, and an absence of responsibility for and necessity of continual daily updating of personnel location information.

## DUTIES AND RESPONSIBILITIES

1. **Information and Assistance.** Typical tasks: performs switchboard and receptionist activities (e.g., receives incoming calls on a private board exchange or multiple phone lines, takes messages, and/or routes calls to appropriate person or section; transfers calls as required; places long-distance calls when requested; greets visitors and directs them as necessary; directs delivery personnel to proper area).
2. **Clerical Activities.** Typical tasks: maintains record of incoming calls, outgoing calls and long-distance calls placed through the switchboard; sorts, distributes and forwards daily mail as required; maintains various log books (e.g., current location of residents and staff, key checkout log); performs alphabetizing, simple typing and filing functions; checks accuracy of lists and computations.
3. **Miscellaneous.** Typical tasks: makes reservations for meeting rooms; trains new switchboard operators; keeps sign-in/sign-out records of assigned personnel and facility residents; maintains confidential records such as home telephone numbers of staff and residents.

## RELATIONSHIPS WITH OTHERS

Employees in this class have regular daily contact by telephone and/or in person with the general public, clients, and visitors in order to greet them, answer questions, and offer assistance concerning agency facilities, services, and personnel.

## **SUPERVISION RECEIVED**

Employees in this class receive general supervision from a service or clerical supervisor who reviews the work daily by observation and personal contact. Work is reviewed for accuracy and conformance to agency policies and procedures. Work is generated by telephone calls and/or public visitors. Clerical tasks, when assigned, are received verbally from staff and supervisor. As guidelines for the accurate and timely completion of the work, the employee uses agency policy and procedure manuals.

## **GENERAL INFORMATION**

Positions are found in central and remote locations throughout State government (e.g., general government agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location.

## **KNOWLEDGE, SKILLS, AND ABILITIES (KSA)**

Basic knowledge of spoken and written English sufficient for office and public contact communications.

Basic knowledge of the alphabet and proper number sequencing.

Ability to communicate with the public on the telephone or in person to provide information.

Ability to deal with the public in a patient and courteous manner.

Ability to represent an agency and its services in a positive and accurate manner.

Ability to provide clear and accurate information to the public.

Ability to answer telephones courteously and write and relay messages accurately.

Ability to perform assigned tasks quickly and accurately from oral and written instructions.

Ability to perform assigned work within well-defined guidelines.

Ability to operate a PBX switchboard or multiple-line telephone equipment.

Ability to type (proficiency levels will be based on individual position requirements).

Some positions in this class may require one or more of the following:

Ability to remain in a booth while performing job and until relieved.

Ability to operate telex equipment.

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.