

GENERAL DESCRIPTION OF CLASS

The PUBLIC SERVICE REPRESENTATIVE 2 aids the users of services and facilities of a State agency by providing readily attainable agency program and procedural information while performing telephone switchboard and/or receptionist duties that may include clerical activities.

DISTINGUISHING FEATURES

This is the second level of a four-level series. This class is distinguished from the lower level by responsibility for providing information about agency services and programs which include explanations of processes to obtain services, services available, procedural information related to the provision of services, and verification that specialized instructions provided to service recipients have been followed. This information is more specific but easily obtainable from manuals and brochures. Employees in this class are responsible for high volume reception and/or telephone switchboard duties where many of the contacts are with distressed individuals. Clerical activities at this level are associated with the provision of agency services. Employees in this class must be skilled in communicating with a variety of people either on the telephone or in person to exchange or provide information as the initial contact with the public. This level is distinguished from the higher levels by less need for in-depth technical knowledge to answer questions and give assistance and the absence of responsibility for explanation of rules, programs, and procedures in order to gain compliance or explain requirements.

DUTIES AND RESPONSIBILITIES

1. **Information and Assistance.** Typical tasks: responds to inquiries about specific agency/program information and services or directs inquiries as necessary; explains processes and procedures to obtain agency services; provides information about agency services available; verifies specialized instructions provided to individuals have been followed; assists with explanation and clarification of rules and procedures; greets clients and public, receives incoming calls, and routes calls to appropriate staff. Some employees in this class operate a high volume hospital switchboard that includes paging and message systems, answering nonroutine and emergency calls and daily updating of personnel location information.
2. **Clerical Activities.** Typical tasks: collects and distributes informational materials as requested; compiles and sends information in response to inquiries; maintains lists and logs of service and informational requests; receives and updates information used to answer inquiries; types letters, forms, and certificates.
3. **Miscellaneous.** Typical tasks: schedules appointments (e.g., for counseling, radiological procedures); reserves and coordinates meeting room usage; keeps calendar of meetings and events within area of responsibility to inform public and staff; observes behavior of visitors and clients and reports unusual behavior to appropriate staff.

RELATIONSHIPS WITH OTHERS

Employees in this class have regular telephone and/or in person contact with the public and agency staff to answer questions, clarify procedures and rules, and direct inquiries. There is regular telephone and/or personal contact with visitors and clients to greet them and direct them to locations of agency 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 the users of agency services through mail and walk-in and/or telephone requests. Clerical work is generated by public requests or received by verbal assignments from staff and supervisors. As guidelines for accurate and timely completion of the work, the employee uses agency policy and procedure manuals, and brochures.

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 proper grammar, punctuation, spelling, and capitalization.

Basic knowledge of arithmetic (addition, subtraction, multiplication, division).

Skill in performing office clerical work that involves communicating with a variety of people on the telephone or in person to exchange or provide information.

Skill in representing an agency or organization to the public.

Skill in typing (proficiency levels will be based on individual position requirements).

Ability to deal with the public with patience and courtesy.

Ability to provide clear and accurate information to the public.

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

Ability to apply laws, rules, policies, or procedures affecting assigned work.

Ability to learn specific agency information and procedures and communicate them to others.

Ability to organize work efficiently and make appropriate decisions concerning work methods, often under pressure.

Ability to operate multiple-line telephone 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.