

GENERAL DESCRIPTION OF CLASS

The PUBLIC SERVICE REPRESENTATIVE 4 provides research, analysis and interpretation of rules, policies, procedures, and laws and serves in a liaison role to resolve problems with an agency, corporation, or other entities. Duties are usually performed in a normal work setting.

DISTINGUISHING FEATURES

This is the fourth level of a four-level series. This class is distinguished from the lower levels by the addition of responsibility for problem solving that requires research, analysis, and negotiation. At this level, problems are often of a nonroutine nature, requiring judgment in determining an appropriate course of action, and increased technical knowledge in order to analyze, interpret, and apply laws and rules. At this level skill in communicating with persons of diverse points of view to resolve problems is critical.

DUTIES AND RESPONSIBILITIES

1. **Problem Solving.** Typical tasks: acts as a liaison between the public and the agency, corporation, business, or other entity to clarify issues and resolve disputes (e.g., contacts a regulated utility or motor carrier in response to a customer complaint or request for advice, clarifies the disputed issue, researches applicable laws and regulations and negotiates a course of action fair and just to both parties; contacts insurers and self-insured employers to clarify proper benefits to injured worker, responds to questions raised by the injured worker and the insurer, resolving problem or referring it to higher authority if necessary, assuring that all concerned parties are treated fairly).
2. **Research and Analysis.** Typical tasks: researches agency records to analyze agency data as it applies to a specific case; interprets statutes, laws, litigation orders from boards and appeals court as they apply to specific case inquiries; reads and develops an understanding of changes in legislation, laws, and litigation as they affect area of inquiry; consults specialized references to aid in answering inquiry, (e.g., tariff books of regulated utilities to explain regulated company's charges and rates to customer; Oregon revised statutes on Motor Carrier Transportation; claims benefit books to interpret Workers' Compensation law for claimants); researches an issue to determine if it is within the jurisdiction of the agency.
3. **Information and Assistance.** Typical tasks: provides the public (over the telephone, in person, and by written correspondence) with information, advice and interpretation of laws, rules, policies, procedures, and programs to assist in resolving problems (e.g., answers written inquiries concerning agency/entity actions by consulting statutes, administrative orders, and court decisions); provides requested or relevant informational pamphlets, forms, literature to the public to aid in understanding of agency programs and procedures; responds, orally and in writing, to requests for pertinent information from professionals, law enforcement officers, other State agencies, spouses, parents, students; answers correspondence pertaining to specific inquiries concerning agency action or policy; acts as educational source for other agencies in explaining area of responsibility of agency and/or program and the limits of actions which can be taken by specific entities.
4. **Miscellaneous.** Typical tasks: refers public inquiries to proper personnel within and outside the agency; keeps records of inquiries through contact sheets and/or correspondence forms; participates in classroom and on-the-job training to learn additional technical and administrative data.

RELATIONSHIPS WITH OTHERS

Employees in this class have regular daily contact with the public by telephone and in person to discuss concerns, clarify information and resolve problems. There is additional regular contact in person and by telephone with the public, motor carriers, staff of agencies, representatives of corporations, businesses, utilities, and other entities to exchange information, discuss concerns, and resolve problems.

SUPERVISION RECEIVED

Employees in this class receive general supervision from an administrative superior. Work is reviewed upon completion through contact sheets, progress reports and sampling for accuracy, timely completion, and adherence to agency policies and procedures. Employees in this class make independent judgments but a supervisor is generally available for assistance. Work is generated from telephone and written contact with the public seeking assistance to solve specific problems. Additionally, work may be generated through computer lists and files that require checking for discrepancies. Employees in this class use informational desk manuals, Administrative Rules, procedures, and State and Federal laws as guidelines.

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)

General knowledge of the principles of work organization and simplification.

Basic knowledge of research techniques sufficient to collect, analyze and interpret information.

Skill in researching a variety of sources and analyzing information in order to clarify issues and resolve problems for the public.

Skill in explaining to the public (in person, on the telephone, or in writing) laws, rules or policies relating to a particular program, operation, or service.

Skill in using policy and procedure manuals, statute books, handbooks, or specialized reference materials to research information.

Skill in communicating with persons of diverse points of view to resolve problems.

Skill in making independent judgments and decisions in the application and explanation of laws, rules, or policies.

Ability to learn and work within specific agency programs or operations, policies and procedures affecting assigned work.

Ability to recognize issues or situations that could have adverse impact on the agency.

Ability to act as liaison between the public and private entities to clarify issues and resolve disputes.

Ability to gather and analyze information and determine a course of action.

Ability to deal with the public in a positive and accurate manner with patience and courtesy.

Some positions in this class may require the following:

Skill in operating a computer terminal, microfiche, specialized telephone equipment, calculator, cash register, or similar office 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.