

009005/31/01

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

Revised

TITLE: PUBLIC INFORMATION REPRESENTATIVE

DEFINITION

Under supervision, to serve as a source of information and referral for citizen inquiries regarding municipal, community, and local governmental services; to handle or refer customer inquiries by telephone or in person; to monitor building and parking access; to perform general office clerical work; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Positions assigned to this class serve at key points of contact in which the public interfaces with the City. Incumbents are required to possess detailed knowledge of their department and the City as a whole in order to make appropriate referrals, to provide accurate information, and to foster positive public relations with citizens. Positions assigned to this class are those that serve as a single source within a department, and have primary responsibility for public information involving a heavy volume of customer contact by both phone and personal contact. Positions that are designated by departments as part of a "clerical pool" (involving multiple positions) that perform clerical duties and public information do not fit within this class concept.

REPORTS TO: Varies

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher-level management staff, as assigned.

EXAMPLES OF DUTIES

- Serve as a City of Riverside public information representative and/or receptionist at a key point of contact in which the public interfaces with the City.
- Receive citizen inquiries by telephone in person; refer citizen to the appropriate source regarding municipal, community, and local governmental services.
- Receive visitors for scheduled appointments and notify appropriate staff members.
- Distribute agendas and notices for hearings and meetings; post announcements as appropriate.
- Make appointments requested by the public with appropriate staff member; schedule meetings for staff.
- Receive telephone calls for staff; announce calls; and take messages for staff when unavailable.
- Provide City Council agendas and other informational materials to the public; maintain supply of current informational brochures.
- Provide customers with directions to city offices and other local community and governmental agencies; assist individuals in locating various meetings and employees.
- Maintain an updated listing of local agencies and services including phone numbers and addresses.
- Issue "daily use" parking permits; monitor the access of cars entering the City Hall parking garage.
- Handle daily reservations for use of City pool cars; issue keys and reservation forms; verify completeness of forms upon return of vehicle; generate daily print-out of all transactions; monitor forms to ensure motor pool vehicles have sufficient fuel and to report maintenance problems.
- Receive problems, complaints, and other concerns; receive or complete forms; refer problem to appropriate source; track problems/complaints and follow-up for satisfactory resolution (depending upon assignment).

- Serve as back-up support to other department office functions and telephones as required.
- Operate a personal computer, calculator, and other office equipment to carry out assigned clerical functions.
- Perform a variety of general clerical duties.
- Receive, sort, and distribute incoming and outgoing mail.

QUALIFICATIONS

Knowledge of:

- Organization, procedures, and operating details of the department to which assigned.
- Organization, services and functions of municipal government.
- Modern office practices, procedures, and equipment including personal computer and applications.
- English usage, spelling, grammar, and punctuation.
- Effective communication techniques for dealing with the public in a positive, effective, and professional manner.

Ability to:

- Foster positive public relations with citizens and customers promoting the City's motto of "People Serving People".
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative-working relationships with those contacted in the course of work.
- Perform routine clerical work.
- Operate office equipment, a personal computer, and related software.
- Work independently in the absence of supervision.
- Perform multiple tasks effectively and efficiently.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade supplemented by courses in business practices.

Experience: Three years of experience performing customer service or customer relations related work.

MEDICAL CATEGORY: Group 1

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Public Information Representative

TO: Secretary