

CLASS TITLE: **Inquiry Aide I**

CHARACTERISTICS OF THE CLASS: Under supervision, performs various clerical functions in order to provide information to the general public regarding City departments, services and programs; and performs related duties as required.

ESSENTIAL DUTIES: Formats and types letters and memoranda from rough draft to respond to incoming inquiries; updates and maintains computerized mailing lists and prepares materials for mailing; responds to telephone and written inquiries, complaints and suggestions from the general public concerning City services and programs; interviews complainants to ascertain required information; enters inquiries and complaints onto the computer or log book and maintains files of completed service requests; directs individuals requesting information to appropriate personnel or City department; receives replies from operating departments and disseminates information to original caller; distributes information brochures and pamphlets to the public regarding City services and programs.

MINIMUM QUALIFICATIONS:

Training and Experience. Six months of experience involving public contact work plus experience in operating a video display terminal, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Some knowledge of the methods and practices used in public information work. Some knowledge of City departments, services and programs. Some knowledge of general office and clerical procedures.

Ability to deal courteously and effectively with the general public. Ability to operate a remote computer terminal. Ability to update and maintain computerized records and files

Skill in the application of judgement and tact in handling complaints. Good oral and written communication skills. Good typing skills.

Physical Requirements. Ability to lift and carry up to 10 lbs. frequently. Ability to climb stairs occasionally. Requires continuous physical movement and physical movement and physical ability in the use of fingers, limbs, feet and body.

Working Conditions. General office environment.

Equipment. Standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.