



Code: 0415

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Clerical

CLASS TITLE: INQUIRY AIDE III

CHARACTERISTICS OF THE CLASS

Under general supervision, responds to inquiries and complaints from the general public regarding City services and departmental programs, and performs related duties as required

ESSENTIAL DUTIES

- Receives and responds to inquiries, questions and complaints (e.g., impoundment procedures and policies, calls received from the Lead hotline, status of City inspections, etc.) via phone and in person in a timely and courteous manner
- Provides information on various departmental programs and services and answers a high volume of calls
- Inputs and updates a customer service system or other computerized databases to track the status of inquiries and complaints received
- Completes forms and other related documentation required for the processing of license applications, auto pound impoundments, and other departmental programs and services
- Assesses the nature of inquiries and complaints and forwards or refers callers to the appropriate party for further investigation
- Follows up on complaints, inquiries, and concerns to ensure they were resolved in a timely manner
- Performs office support functions (e.g., receiving, stamping and distributing incoming and outgoing mail, scanning and photocopying documents) to support department operations
- Notifies staff of visitors arrival and directs visitors to the appropriate personnel, as required
- Maintains program files and performs other processing duties of complaints received, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of work experience in customer service; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of

- *customer service methods, practices, and procedures
- clerical methods, practices, and procedures
- applicable computer software packages and applications
- *alphabetical or numerical classification of information

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- COMPARE AND RECOGNIZE DIFFERENCES - Quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns (includes comparing a presented object with a remembered object)
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

