CLASS TITLE: Inquiry Aide II

CHARACTERISTICS OF THE CLASS: Under supervision, responds to moderately complex inquiries, complaints and suggestions from the general public and City representatives concerning City services and programs; and performs related duties as required.

EXAMPLE OF DUTIES: Provides information to the general public and City representatives regarding City departments, services and programs; receives inquiries, complaints and suggestions and forwards to appropriate City department or agency for resolution; writes letters to citizens in response to their inquiries or complaints; explains services of City departments to callers; answers inquiries relating to locations of various City bureaus and departments; assists in the preparation and distribution of material describing the services of City departments; assists in preparing management information reports pertaining to the processing of complaints.

DESIRABLE MINIMUM QUALIFICATIONS:

Training and Experience. One year of experience involving public contact work, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of City departments, services and programs. Good knowledge of the methods and practices used in public information/relations work. Good knowledge of computer terminal operations.

Ability to communicate courteously and effectively with the general public. Ability to plan and organize informational material. Ability to analyze and evaluate situations and exercise sound judgement.

Working skill in preparing written and oral responses to inquiries. Working skill in dealing with difficult or irate people. Working skill in the application of judgement and tact in handling complaints.