

GENERAL DESCRIPTION OF CLASS

The PUBLIC SERVICE REPRESENTATIVE 3 aids the users of services and facilities of a State agency by providing specialized information and services, explaining and applying rules, policies, procedures, and programs. Employees in this class may aid the public in securing a variety of permits and licenses under defined criteria.

DISTINGUISHING FEATURES

This is the third level of a four-level series. This class is distinguished from the lower levels by the increased general and technical knowledge needed to answer questions and give specialized assistance and responsibility for explanation of rules, programs and procedures in order to secure compliance or explain requirements. At this level skill in dealing with the public in person or on the telephone to provide assistance, explain requirements and/or gain compliance is critical. This level is distinguished from the higher level by the absence of responsibility for problem solving requiring negotiation and extensive research and analysis. It is further distinguished from the higher level by **increased technical knowledge in order to analyze, interpret, and apply laws and rules and** the absence of resolving problems of a nonroutine nature and greater requirement for the use of judgment in determining an appropriate course of action

DUTIES AND RESPONSIBILITIES

1. **Information and Assistance.** Typical tasks: provides the public (over the telephone, at the counter and by written correspondence), with explanation of rules, policies, procedures, and programs in order to secure compliance and explain requirements, (e.g., explains tax regulations, eligibility for tax credits, motor carrier regulations, hospital financial policies); provides through mail or handouts requested or relevant informational pamphlets, forms or 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; reviews available data from agency records and applies it to a specific case; explains compliance requirements to help clients understand agency policies and procedures; keeps current on changes in legislation in order to respond to agency/program related inquiries; refers to desk manuals and agency procedures to answer specific questions (e.g., what permit is necessary for a particular motor carrier, what tax refund program will be sending a refund check and when can it be expected, what financial aid is available for hospital charges); issues permits, licenses and similar documents after establishing conformance to criteria (e.g.,

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permits to motor carriers for highway use, permits for variation from standard highway use, tax stamps to owners/operators of taxable equipment); accepts payments and fees for transactions (e.g., motor carrier taxes, delinquent personal and withholding taxes, license, and permit fees).

2. **Verification of Data.** Typical tasks: reviews completed forms for accuracy; retrieves information on computer terminal and/or microfiche to check that the data supplied is correct.
3. **Miscellaneous.** Typical tasks: refers public inquiries to proper personnel within or outside the agency based upon individual circumstances; keeps records of inquiries through contact sheets and/or correspondence forms; participates in classroom and on-the-job training to learn technical and administrative data.

RELATIONSHIPS WITH OTHERS

Employees in this class have regular daily contact with the public by telephone and/or in person in order to answer questions, explain agency policies and procedures, explain regulations, and assist clients in complying with regulations. Employees in this class have weekly telephone contact with professional representatives and private businesses to exchange information, answer questions and explain agency policies and procedures.

SUPERVISION RECEIVED

Employees in this class receive general supervision from an administrative superior. Work is generated by telephone, personal and written contact with the public seeking explanations and assistance. Work is reviewed informally during the workday and a supervisor is generally available for assistance. Work is also reviewed upon completion through contact sheets and progress reports for timely completion and adherence to agency policies and procedures. Employees in this class use informational desk manuals, Administrative Rules and 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)

Basic knowledge of proper grammar, punctuation, spelling, capitalization, and sentence structure.

Basic knowledge of arithmetic (addition, subtraction, multiplication, division, and percentage).

Skill in gathering information regarding laws, rules, policies, procedures, or services and explaining them to the public (in person, in writing, or on the telephone).

Skill in dealing with the public, in person and on the telephone, to provide specialized assistance, explain requirements or gain compliance.

Skill in using policy and procedures manuals, handbooks or specialized reference materials for answering questions.

Skill in learning technical data in order to explain it to others.

Skill in making independent judgments and decisions concerning a course of action to be taken.

Skill in typing (proficiency levels will be based on individual position requirements).

Ability to learn specific agency programs or operations affecting assigned work.

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

Ability to deal with the public, who at times may be angry or hostile, in a positive and accurate manner with patience and courtesy.

Ability to prioritize work and maintain an adequate work flow under pressure.

Some positions in this class may require the following:

Skill in operating computer terminal, microfiche, telephone equipment, calculator 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

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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.

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