

**CLASS SPECIFICATION**

**SAN DIEGO CITY CIVIL SERVICE COMMISSION**

**PUBLIC INFORMATION SUPERVISOR**

**DEFINITION:**

Under direction, to supervise subordinate clerical staff responsible for providing information to the public at the City's centralized government public information center; to perform the more difficult and complex public information work; and to perform related work.

**\* EXAMPLES OF DUTIES:**

- Plans, directs and supervises the work of a centralized government information center;
- Responds to citizen complaints via phone or walk-in traffic;
- Initiates complaint investigation route slips;
- Provides follow-up contacts with complainants via phone and/or letter;
- Drafts City public information brochures and pamphlets;
- Coordinates the update, printing and distribution of the phone directory for City offices;
- Rechecks data entered into computerized files;
- Maintains adequate quantities of office supplies and informational brochures;
- Maintains work unit counts for the section;
- Develops and updates government information center reference materials;
- Assists subordinates in providing City, State, County, Federal, local government and civic event information to the public;
- Assigns, trains and rates the work performance of subordinates.

**MINIMUM QUALIFICATIONS:**

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Two years of experience providing agency-wide public information and referral services for a centralized governmental information center.

- \* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.