

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

PUBLIC INFORMATION CLERK

DEFINITION:

Under general supervision, to provide specific and detailed information regarding complex government rules, policies, municipal code provisions and regulations which pertain to respective departments as a primary job function, and to perform related work.

DISTINGUISHING CHARACTERISTICS:

Allocation to Public Information Clerk is based upon two criteria: 1) the information provided must be varied and complex; and 2) the qualifying public information duties must be a primary job function being performed the majority of the time. Typically such positions provide broad, agency-wide and intergovernmental information; screen new service and repair requests and field complaints according to Municipal Code provisions and City service policies; or provide varied information on government rules, policies, Municipal Code provisions and regulatory requirements. Those positions which serve as receptionists providing routine information, recording messages and directing walk-in or telephone traffic do not meet the complexity criteria for the Public Information Clerk class and are generally allocated to other clerical classes.

*** EXAMPLES OF DUTIES:**

- Provides complex and varied information on government rules, policies, Municipal code provisions and regulations such as requirements for Police regulated businesses, business tax certificates, employment applications, or parking citation resolution;
- Screens, records, and routes field service complaints and requests for service according to Municipal Code provisions and related City policies;
- Reviews permit, license, certificate and employment applications and supporting documents for completeness and compliance with relevant regulations;
- Performs basic calculations, accepts and issues receipts for water bill and parking citation payments;
- Creates, modifies and queries computerized files;
- Attends community outreach meetings to provide information regarding the City;
- Types and distributes miscellaneous forms and literature;
- Maintains logs of works in progress.

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.

One year of clerical experience which includes six months of experience providing detailed, complex information to the public as a primary job function. Ability to type at a corrected speed of 30 net words per minute.

- * **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.