

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
PUBLIC INFORMATION SPECIALIST - 1774

DEFINITION:

Under general supervision, to perform complex public information duties at the Central City Information Center via phone and/or at the public counter; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is a specialized class within the Public Information series. Positions classified at this level may be underfilled by Public Information Clerk in accordance with the City's Career Advancement Program. Allocation to Public Information Specialist is based upon the following criteria:

- 1) the information provided must be varied and complex;
- 2) the qualifying public information duties must be a primary function of the job and performed at the Central City Information Center.

*** EXAMPLES OF DUTIES:**

- Responds to Citywide telephone calls from the public and in-person inquiries at the Central City Information Center;
- Provides information on a variety of City, State, County, Federal, local government, civic events, and referral services;
- Maintains the "CityLine" San Diego multi-media Kiosk System by updating, changing, adding, and/or deleting public information in the database;
- Maintains the City offices Telephone Directory and sale of this directory and other publications;
- Updates general information files pertaining to federal, state, county, and City agencies, as well as general tourist information;
- Assists in collecting and researching data and materials which could involve contacting the Mayor's Office, Council offices, etc. to obtain information to be used in press releases prepared by the City's Public Information Officers;
- Maintains a log of all current events and meetings related to the various City departments;
- Monitors and assists employees with the City's vehicle pool check in/out system; coordinates vehicle reservations; maintains keys for all pool vehicles; and coordinates the preventive maintenance of these vehicles and their timely repair;
- Edits, updates, types, and distributes lists of elected officials, department heads, and Council Committee meeting schedules;
- Creates, modifies, and queries computerized files;
- Coordinates scheduling of the City Administration lobby for public displays and exhibits.

*** 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.**

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 Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

One year of full-time clerical experience which includes six months of experience providing detailed, complex information to the public as a primary job function, **AND** six months of experience at the Central City Information Counter; **OR** equal to the minimum qualifications for Public Information Clerk, **AND** six months of full-time experience at the Central City Information Counter performing complex and varied public information duties via phone and/or at the public counter which includes providing broad, agency-wide and intergovernmental information; providing varied information on government rules, policies, municipal code provisions, and regulatory requirements; and fielding complaints according to municipal code provisions and City service policies. Ability to type at a corrected speed of 30 net words per minute.