PUBLIC INFORMATION ASSISTANT III

ROLE
Processing Assistant III. See Processing Assistant III (00440) for more information about this class.

NATURE OF WORK
Public Information Assistants give information in person and by telephone in response to inquiries. This information includes the identification, location and general responsibilities of organizations, functions, programs, activities, operations and personnel of agencies and offices. At the higher levels, assistants may explain program policies and procedures to the general public and resolve complaints. Limited files, records and report duties may be required.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.