



Classification Specification for Classified Civil Service
Developed for Equal Opportunity

OSU TITLE CODE: 5068

CLASSIFICATION TITLE: INFORMATION ASSISTANT

Function Statement:

The Information Assistant provides front-line information service (e.g., providing general telephone, reception, referral, and program and/or public information services). Focus is on receiving, assessing, and relaying basic information relating to the programs and/or operations of the program/area, in response to requests and inquiries. This position assists with related research, reporting and record keeping.

The series does not include positions that perform a broader range of clerical services.

Job Duties: (These duties are illustrative only.) Incumbents may perform some or all of these duties or other job-related duties as required.

This position makes decisions according to established parameters or guidelines and serves as the first point of entry for most customers, whether in person or via office equipment such as phones (e.g., multiple or single line, switchboard or regular), e-mail or fax and works under direction of higher level position.

Customer Information - Provides program or office related information to staff, public and students (e.g., greets customers over the phone or in person, uses established electronic and paper publications, data, materials and documents to answer questions and respond to customers; refers calls to others as appropriate); researches files and documents to compile information to address customer needs;

AND

Some positions perform related clerical services (e.g., scheduling, light typing, data entry, copying, filing and/or routine or repetitive typing tasks such as envelopes, file folder labels, form letters);

AND

Some positions report trends or patterns.

AND/OR

Some positions dispatch staff and resources to locations (e.g., using phone, two-way radio and other telecommunication devices) based on established standard operating procedures;

AND/OR

Some positions on occasion serve as lead worker for lower level and/or less senior staff and students (e.g., assign tasks; provide instruction; assist with evaluating work; substitute for higher level supervisor to maintain daily operations; report unit status on projects).

*Developed after employment.

Major Work Characteristics:

Knowledge of office practices and procedures*, basic addition and subtraction, customer service and/or public relations*; ability to understand and follow verbal and written instructions, listen to and respond to specific requests from customers, to deal with problems involving few variables within familiar context, to read, copy and record figures, to read short sentences with concrete vocabulary, to copy records precisely without error, to sort mail, to arrange items in numerical or alphabetical order, to sort items into categories according to established methods, assess questions and provide appropriate information or referral, apply principles to solve everyday problems, answer routine telephone inquiries from public, appropriately handle face-to-face contact with public.

Additional characteristics for lead worker: knowledge of office practices and procedures, employee training and development, employee supervision.

Minimum Class Requirements: (Including license, if any.)

Six months experience (600 hrs course work) in customer service or communications, including training in operation of telecommunication equipment (e.g., phones, switchboard, two-way radio), file management; and document preparation and distribution; or equivalent combination of education and experience.

Some positions require keyboard experience (e.g., typing, data entry, word processing) consistent with Office of Human Resources approved position descriptions.

Additional Qualifications –Lead Worker

Some positions require 6 mos experience (600 hrs course work) in supervision consistent with position description on file with the Office of Human Resources.

Unusual Working Conditions:

Hours and days off may vary in some positions.

Training & Development:

NA

*Developed after employment.