



*Classification Specification for Classified Civil Service*  
**Developed for Equal Opportunity**

**OSU TITLE CODE: 5069**

**CLASSIFICATION TITLE: INFORMATION ASSOCIATE**

**Function Statement:**

The Information Associate provides complex &/or technical customer information relative to an area's product, program or service &/or coordinates information services for a specific area of the university. Position emphasizes researching, interpreting, analyzing & translating information in different formats to accommodate a variety of customer needs, coordinating customer service efforts across multiple areas (e.g., independently determining & assembling the appropriate individuals & departments required to facilitate resolution of a customer request).

The series does not include positions which information related tasks as part of 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 works under minimal supervision & customers are typically referred, either by telecommunications equipment or in person, to this individual from another point of entry. Position makes decisions according to established policies & procedures, determines & is responsible for ensuring that appropriate action is taken to meet customer requests, & is accountable for ensuring customer service standards are met for area. Officially represents area to outside organizations, community & customer base;

***Information Management*** - establishes, maintains &/or administers information/records management program (e.g., plans & directs processing, maintenance & distribution of records & information; develops & implements policies & procedures related to records/information management; establishes rules for operation of manual and/or computer based records systems), performs related administrative work (e.g., prepares special reports, purchases supplies & equipment, administers &/or assists with establishing budget, controls, expenditures & revenue rates);

Provides advice & consultation on records/information management to department administrators;

Some positions also maintain the system for collection of data & maintenance of records

**AND/OR**

***Customer Service/Problem Resolution*** - Determines customer information, issue or request & facilitates problem resolution typically involving multiple areas of the program, area &/or university (e.g., researches, resolves, conveys information to primary customers; summarizes &/or combines information from multiple sources to make appropriate response; coordinates responses to questions or issues raised); independently prepares responses to inquiries; analyzes & interprets trends & patterns of information &/or services provided; follows-up with customers on behalf of work unit to ensure service delivery;

\*Developed after employment.

Performs research & analysis of information through study, interview, correspondence, search, etc. for development of informational & accurate new releases, publications, materials & documents &/or to keep management abreast of current business trends, problems, progress, etc.

**AND**

Some positions make presentations & speeches on behalf of the program area, write &/or edit &/or perform &/or direct layout & publication activity on newsletters &/or other informational publications.

Some positions may serve as the initial point of entry for customers;

**AND**

Some positions serve as lead worker for lower level &/or less senior staff & 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).

**OR**

Some positions administratively supervise (e.g., hire, participate in disciplinary & termination actions, evaluate) lower level &/or less senior staff, & establish procedures & work processes based on established standards of customer service.

**Major Work Characteristics:**

Knowledge of office practices & procedures\*, basic addition & subtraction, customer service &/or public relations\*; ability to understand & follow verbal & written instructions, handle sensitive inquiries from & contacts with officials & general public, define problems, collect data, establish facts & draw valid conclusions, assess questions & provide appropriate information or referral, apply principles to solve everyday problems, to read, copy & record figures, to read short sentences with concrete vocabulary;

Some positions require knowledge of budgeting, bookkeeping; skill in operating computer and peripheral related equipment; ability to prepare & deliver speeches before specialized audiences & general public, originate &/or edit articles for publication, write policies & procedures, calculate fractions, decimals & percentages.

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

One year experience (1000 hours course work or training) in customer service or communications, including analyzing & interpreting information; 6 months experience (600 hours course work ) in journalism; 6 mos. experience (600 hours training) in operation of computer and related peripheral equipment; 3 mos. experience (300 hrs course work) in information research & analysis; or equivalent combination of education & experience.

Additional Qualifications - Some positions require 3 mos. exp. (300 hrs course work) in supervision management; 3 mos. experience (300 hours course work) in interviewing; or equivalent combination of education & experience.

**Unusual Working conditions:**

Hours & days off may vary for some positions.

**Training & Development:**

NA

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