**CLASS DESCRIPTION:**

Under general supervision of the BOR/Mediation/Public Information Supervisor, the Public Information Specialist provides customer service to the public and assists constituents via phone and e-mail; performs other related duties as required.

**QUALIFICATIONS:** An example of acceptable qualifications:

Completion of secondary education or equivalent (high school diploma or GED); one (1) or more years of related experience and/or training; or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of this position.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

N/A.

**EQUIPMENT OPERATED:** The following are examples only and are not intended to be all inclusive:

Personal computer, computer software (e.g. Microsoft Office, Internet Explorer, RMS, IAS, ESRI, MITEL, and other applicable computer software); printer, copy machine, phone, fax machine, other standard modern office equipment.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:**

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); this is considered sedentary work and the employee must demonstrate the ability to perform the physical demands required of the position in accordance with the U.S. Department of Labor’s physical demands strength ratings.

In cases of emergency, unpredictable situations, and/or department needs, this position may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

**JOB DESCRIPTION AND WORKER CHARACTERISTICS:**

JOB DUTIES in order of importance

**ESSENTIAL FUNCTIONS OF THE POSITION:** For purposes of 42 USC 12101:

75% (1) Monitors the mail and e-mail and provides timely, efficient responses to both internal and external customers; assists the phone bank by answering phone calls; provides customer service and assists constituents via telephone, e-mail, and fax.

15% (2) May act as backup to other departments within the office (e.g., data entry, filing, stuffing envelopes, etc.); sets and reaches SMART goals and objectives.

5% (3) Calculates and estimates property tax and levy millage.

(4) Attends meetings and serves on committees, as directed; attends training and seminars, as directed.

(5) Maintains required licensures and certification, if any.

(6) Meets all job safety requirements and all applicable safety standards that pertain to essential functions.

(7) Demonstrates regular and predictable attendance.

**OTHER DUTIES AND RESPONSIBILITIES:**

5% (8) Performs other related duties as assigned.

**MINIMUM ACCEPTABLE CHARACTERISTICS:** (\*Indicates developed after employment)

**Knowledge of:** \*County, Auditor, and Department goals and objectives; \*County, Auditor, and Department policies and procedures; \*personnel rules and regulations; government structure and process; office practices and procedures; \*Ohio Revised Code (real estate); office management; real estate; appraisal; Board of Revision rules and procedures.

**Skill in:** computer operation; use of modern office equipment; customer service; phone etiquette.

**Ability to:** develop and maintain effective working relationships; perform job safely; interpret a variety of instructions in written, oral, picture, or schedule form; exercise independent judgment and discretion; add, subtract, multiply, and divide whole numbers; calculate fractions, decimals, and percentages; define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; prepare accurate and concise reports; sorts items into categories according to established methods; communicate effectively in oral and written form; maintain confidentiality; resolve complaints from angry citizens; travel to and gain access to worksite; multi-task.

**POSITION DIRECTLY SUPERVISED:**

None.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent.