

Information Aide Tompkins County

Department: Various
Classification: Non-competitive
Labor Grade: 2
Approved: 05/18/2011
Revised: 06/18
By: AF, Commissioner of Personnel

OPEN MINIMUM QUALIFICATIONS:

Completion of at least the ninth grade.

PROMOTIONAL OPPORTUNITIES:

Incumbents with at least two years of permanent non-competitive class status in this title will be provided opportunities to take promotion examinations for which this title is determined, by the Commissioner of Human Resources, to be appropriate preparation. In every instance, an open-competitive examination will be held in conjunction with the promotion test.

Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

Information Aide is an entry-level non-competitive class position consisting mainly of face-to-face public contact. The incumbent is responsible for staffing an information desk, directing visitors to governmental offices and giving out general information concerning the business conducted by the civil division. Basic clerical skills are not necessary or required in order to perform the essential functions of this position. Employees in this class must be courteous in dealing with the public and must be able to provide verbal information clearly and accurately. The incumbent will work under the direct supervision of a higher-level staff person. Supervision of others is not a function of this class. Over time, the incumbent is expected to learn, grow professionally, and take promotion examinations with the goal of transitioning to an entry-level competitive class position/title. Any such promotions will be in accordance with conditions specified in Section 52-12 of the New York State Civil Service law. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Learns as much as possible about the public agency to which assigned;
- Provides verbal information to the walk-in public regarding the location and general function of various government agencies or programs;
- May provide information to the public over the telephone regarding the location and function of a government agency;
- May act as an internal messenger or courier for a government agency;
- May maintain bulletin boards and furnish offices and meeting rooms with supplies;
- May set up conference rooms for meetings;
- May be required to dust, vacuum and keep the general area to which assigned clean, neat and orderly;
- Is expected to make an effort to learn elementary clerical tasks while stationed as Information Aide;
- Attends meetings, trainings, workshops as required;
- After two years of permanent non-competitive class status, the incumbent is expected to take appropriate promotion examinations as they occur.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the functions and layout of the civil division to which assigned;
- Specific skill sets are not generally expected or required upon hire but will be developed over time;
- Ability to successfully work with and serve a diverse local community;
- Ability to speak clearly and provide accurate information to customers of the agency;
- Ability to understand and follow oral directions;
- Ability to interact others, understand their needs and provide the information or assistance necessary;
- Ability to establish rapport and deal effectively with the public;

- Initiative, tact and courtesy are all required traits.
- Must be friendly, personable, pleasant, and outgoing.
- The employee's physical condition must be commensurate with the demands of the position.

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