

**MONTGOMERY COUNTY GOVERNMENT**  
**ROCKVILLE, MARYLAND**  
**CLASS SPECIFICATION**

**Code No. 000880**  
**Grade 16**

**INFORMATION & REFERRAL AIDE II\***

**DEFINITION OF CLASS:**

This is full performance level information and referral work providing assistance by telephone to citizens and community agency staff concerning available services and programs provided by public and private agencies. Work also involves collecting and disseminating referral and resource information. Contacts are with County Government employees at all levels, the general public, and with employees of public and private service agencies for the purpose of gathering resource information, identifying and resolving problems and/or making appropriate referrals. Public service and assistance is provided by employees in this class on demand for a short period of time and involves detailed questioning of the caller to determine the nature of assistance required.

An employee in this class, working under general supervision, receives incoming telephone calls from citizens, identifies problems and researches various written information and referral materials/documents to provide necessary information and/or make appropriate referrals; follows up when necessary. An employee in this class may also be assigned specialized continuous projects such as computerized data collection including verifying and classifying information, report preparation, maintenance of a resource data base, and/or publicity and sales of informational materials. Work requires extensive knowledge of County Government and other public agencies' organizations and operations, private and non-profit service groups, and community resources, and the judgment to select and apply established guidelines. However, due to the diversity of subject matter, an employee exercises independent judgment to develop new approaches to facilitate the resolution of the presenting problem/complaint. This class of work is distinguished from the Information and Referral Aide I occupational class by the knowledge acquired on the job which enables the employee to independently address a diverse range of problems and select from a variety of alternatives. The complexity of the work is derived from the employee's responsibility to assess a caller's request for assistance/service and determine the most appropriate course of action. The impact of work performed by employees in this class is realized by the immediate and prompt response to and resolution of citizens' problems and complaints. The work requires long periods of sitting, listening and talking, and use of fingers to operate a multi-button telephone. The work is evaluated by supervisory assessment of the appropriateness of services provided, accuracy of information given and the results of assigned projects.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Provides callers with information about and referral to public and private service agencies normally limited to Montgomery County and the immediate vicinity.
- Answers questions and provides suggestions to clients as to how best the client's problem can be resolved or questions answered.
- Responds to the complex inquiries referred from the County Executive's Office.
- Develops and updates accurate resource information of public and private agencies, their mode of operation and the services they provide.

- Collects, develops, verifies, and classifies available information to produce resource publications.
- Operates the Tele-Typewriter (TTY) machine for the hearing impaired.
- Publicizes the services of the office for citizen knowledge and provides training on community resources to other departments and agencies.
- Distributes copies of community resource publications.
- Maintains and reports record of work performed to account for needs of the public and periodically follows up selected referral cases.
- Makes inquiries and investigates to determine if unknown types of services are available.
- Prepares informational materials in support of the information and referral services provided.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Thorough knowledge of the services provided by Montgomery County Government and the local public and private human service agencies.
- Knowledge of and the ability to apply the fundamentals of English grammar, spelling and punctuation.
- Knowledge of and the ability to operate a multi-button telephone, personal computer, photocopy, TTY machine, and other office automation equipment appropriate to the requirements of the position.
- Ability to work effectively under minimal supervision.
- Ability to communicate effectively in English to provide direct information and referral assistance to clients with varying backgrounds and problems.
- Ability to collect and organize information materials.
- Ability to understand and evaluate the seriousness of the issue which has caused a client to inquire about available services.
- Ability to deal tactfully, effectively and equitably with people.
- Ability to attend meetings or perform other assignments at locations outside the office if necessary.

**MINIMUM QUALIFICATIONS:**

**Experience:** Two (2) years of experience providing direct information and referral services, one (1) year of which must have been with the Montgomery County Government.

**Education:** Completion of high school or High School Certificate of completion recognized in the State of Maryland.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**LICENSE:** None.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

**Class Established:** November 1980

**Revised:** August 1986

**Classification Study:** December 1992 (M)

April 2010  
August 2013  
October 2014