

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

**Code No. 000881
Grade 13**

INFORMATION & REFERRAL AIDE I

DEFINITION OF CLASS:

This is entry 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 immediate supervision, receives incoming telephone calls from citizens, identifies problems, researches various written information and referral material/documents to provide necessary information and/or make appropriate referrals and follow-up when necessary, consulting with more experienced staff on complex issues. Work requires knowledge of County Government agencies' organization and operation and community resources learned by experience on the job, and the judgment to select and apply established guidelines. Due to the diversity of the subject matter confronted, the employee exercises independent judgment to develop new approaches to facilitate the resolution of the presenting problem/complaint. The complexity of the work is derived from the employee's responsibility to assess the 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. Work is performed according to established procedures and requires long periods of sitting, listening and talking and the 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 overall 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.
- Develops and updates accurate resource information of public and private agencies, their mode of operation and the services they provide.
- Answers questions and provides suggestions to clients as to how best the issue can be resolved for which they called.
- Works with ongoing projects assigned by the supervisor and other high level staff.
- Operates the Tele-Typewriter (TTY) machine for the hearing impaired.
- Collects, develops, verifies, and classifies available resources for inclusion in a community resource directory.

- Publicizes the services of the office for citizen knowledge and provides training on community resources to other departments and agencies.
- Distributes copies of the community resource directories.
- 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:

- Ability to communicate effectively in English to provide direct information and referral assistance to clients with varying backgrounds and problems.
- Ability to learn 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 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 exercise good judgment, courtesy and tact in responding to the inquiries of the general public.
- Ability to deal effectively and equitably with people.
- Ability to attend meetings or perform other assignments at locations outside the office if necessary.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of experience providing direct information and referral services to the public.

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

December, 1992 (M)

April, 2010

August, 2013

October, 2014