

MIAMI-DADE COUNTY PUBLIC SCHOOLS

JOB DESCRIPTION

CLASS TITLE: Citizens Information Specialist- Transportation

JOB CODE: 4009

DEPARTMENT: Transportation

PAY GRADE: 18 (UO)

DATE: 06/11/04

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BASIC OBJECTIVES

This is varied clerical and public information work responding to public inquiries regarding operations of various Miami-Dade County Public Schools (M-DCPS) policies, programs and activities of the department of Transportation. The work also involves performing a variety of clerical tasks incidental to the departmental operations.

JOB TASKS/RESPONSIBILITIES

1. Responds orally to public inquiries regarding various M-DCPS policies, procedures, regulations, ongoing events, and operations.
2. Acts as receptionist in greeting visitors; ascertains the nature of their business and directs same to the appropriate office or official.
3. Receives telephone public complaints, logs accurate account of all details presented and refers complaints to appropriate party or official for follow-up.
4. May maintain library of District documents of the department for review by the general public and District staff.
5. Beginning and ending times of work shift may vary.
6. Performs related work as required or as assigned.

PHYSICAL REQUIREMENTS

This is sedentary work which requires the following physical activities: sitting, finger dexterity, talking, and hearing acuity. The work is performed primarily indoors.

MINIMUM QUALIFICATION REQUIREMENTS

1. Graduation from high school or an equivalent recognized certificate.
2. Clerical/secretarial experience in public information, customer service or related work, including some experience which has provided a working knowledge of specified M-DCPS operations, programs and activities, preferred.
3. Ability to communicate effectively in both oral and written form.

Prior revision date(s): 02/16/93, 12/18/93, 02/10/97, 01/29/01