



Code: 0711
Family: Public Relations and Creative Arts
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: Public Information

CLASS TITLE: PUBLIC INFORMATION OFFICER

CHARACTERISTICS OF THE CLASS

Under general supervision, receives and responds to complaints and requests for information concerning programs and services of city departments, and performs related duties as required

ESSENTIAL DUTIES

- Responds verbally and in writing to complaints and inquiries from the general public, business establishments, community organizations and governmental agencies regarding city programs and services
- Serves as liaison between the public and city departments to expedite the resolution of registered complaints
- Participates in preparing news releases and creating copy for the inclusion of materials to promote departmental programs and services
- Reviews written information submitted by departmental personnel to be posted onto Intranet and Internet websites for accuracy, as required
- Oversees and participates in the mailing of brochures and pamphlets in response to written requests for information
- Represents the department at public hearings and community meetings to explain and promote city services, programs and upcoming events, as required
- Prepares and maintains statistical and narrative work activity reports

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's Degree in Journalism, Communications, English or a directly related field, plus one year of public contact work experience; or an equivalent combination of education, training and, experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanners)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- *writing and formatting styles and methods used in the preparation of applicable publications
- *public relations and community outreach principles, practices, and techniques
- *applicable computer software packages
- applicable City and department, services, programs, and resources

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *PERSUASION - Persuade others to change their minds or behavior

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
February, 2015
February, 2022