

**CLASS SPECIFICATION**  
**SAN DIEGO CITY CIVIL SERVICE COMMISSION**  
**PUBLIC INFORMATION CLERK - 1776**

**DEFINITION:**

Under general supervision, to provide specific and detailed information regarding complex government rules, policies, municipal code provisions, and regulations which pertain to respective departments as a primary job function; and to perform related work.

**DISTINGUISHING CHARACTERISTICS:**

Allocation to Public Information Clerk is based upon two criteria: 1) the information provided must be varied and complex; and 2) the qualifying public information duties must be a primary job function being performed the majority of the time. Typically, such positions provide broad, agency-wide and intergovernmental information; screen new service and repair requests and field complaints according to Municipal Code provisions and City service policies; or provide varied information on government rules, policies, Municipal Code provisions, and regulatory requirements. Those positions which serve as receptionists providing routine information, recording messages, and directing walk-in or telephone traffic do not meet the complexity criteria for the Public Information Clerk class and are generally allocated to other clerical classes.

**\* EXAMPLES OF DUTIES:**

- Provides complex and varied information on government rules, policies, Municipal Code provisions, and regulations such as requirements for Police regulated businesses, business tax certificates, employment applications, or parking citation resolution;
- Screens, records, and routes field service complaints and requests for service according to Municipal Code provisions and related City policies;
- Reviews permit, license, certificate, and employment applications and supporting documents for completeness and compliance with relevant regulations;
- Performs basic calculations, and accepts and issues receipts for water bill and parking citation payments;
- Creates, modifies, and queries computerized files;
- Attends community outreach meetings to provide information regarding the City;
- Types and distributes miscellaneous forms and literature;
- Maintains logs of works in progress.

**MINIMUM QUALIFICATIONS:**

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for

- \* EXAMPLES OF DUTIES performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.**

recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

One year of full-time clerical experience, which includes six months of full-time experience providing detailed, complex information to the public as a primary job function. Qualifying experience must include one of the following: providing varied City, County, State, and Federal government information at a centralized government information center; providing complex and varied information and/or rules, policies, Municipal Code, and regulatory requirements pertaining to Police regulated businesses, business tax certificates, employment applications, parking citation resolution procedures, or building permits; or screening, recording, and routing field service complaints and requests for service. Ability to type at a corrected speed of 30 net words per minute.