

Job Class Profile: Information Officer

Pay Level: CG-25 **Point Band:** 456-489

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	2	3	3	3	3	1	2	
Points	140	50	13	14	90	65	62	21	21	476

JOB SUMMARY

The Information Officer is responsible for maintaining and delivering information as well as promoting a government program(s) to the general public.

Key and Periodic Activities:

- Provides information to various client groups (i.e. files, reports, maps, photocopies etc).
- Answers questions and inquiries regarding program/subject area which sometimes requires research of background information.
- Maintains a publications inventory.
- Collects, categorizes and files a variety of program/subject area informational records.
- Prepares electronic copies of program information (i.e. mineral assessment files).
- Helps other staff with information materials (i.e. teaching kits) and mail outs for conferences and trade shows.
- Retrieves and utilizes information as required.
- Assists at promotional exhibits (i.e. career days, public service week activities, etc).
- Participates in the revision and updating of printed materials by providing ideas/suggestions.
- Maintains a registry of office supplies as required.
- Performs computer searches to fulfill client information requests.
- Knowledge of program area to respond to public requests for information.

SKILL

Knowledge

General and Specific Knowledge:

- Knowledge of information searching and retrieval techniques.

Formal Education and/or Certification(s):

- Minimum: High School graduation supplemented by relevant college level courses

Years of Experience:

- Minimum: 3 – 4 years

Competencies:

- Follows basic instructions and work processes.
- Coordinates a range of related work and project activities.
- Writes simple letters, memos and other documentation.
- Proof reads, edits and formats a variety of documents.
- Operates a computer to prepare documents or access databases.

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening, asking questions, and providing information and direction.
- Communication occurs with employees in the immediate work area, department, supervisors, managers, and the general public.
- Most significant contacts are clients, co workers, and outside agencies. Interactions include listening to client and coworker information requests and may have to deal with upset clients to resolve issues regarding an information request.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue requiring periods of rest.
- Required to lift files, supplies, boxes etc.
- Work provides the opportunity to occasionally stand and walk within the office environment.
- Required to perform fine finger/precision work while sitting using a keyboard and mouse responding to information requests from clients.
- Occasionally required to bend and stretch re-filing documents in the library.

Concentration

- **Visual** concentration is required when using a computer to perform searches for clients, using a micro fiche machine, and re-filing documents.
- **Auditory** concentration is required when listening to clients and coworker requests for information.
- Occasionally impacted by **interruptions and multiple time pressures/deadlines with a lack of control over work pace** (i.e. there may be several clients looking for information at the same time).
- **Exact results and precision** are required when performing research.

Complexity

- Work typically involves tasks that are different but allow the use of similar knowledge and skills.
- Tasks tend to be repetitive, well-defined and follow established guidelines.
- The most typical challenge or problem is receiving vague information requests from clients which require more analysis and in-depth searching from a variety of information sources to complete. This also requires some interpretation in order to select the most appropriate information to distribute. Distribution of program information to the public would also be a common issue.

- Challenges are addressed by referring to appropriate policies and procedures (i.e. online databases, etc).

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed and controlled as work is performed under supervision.
- Daily responses to client requests are completed independently in most circumstances with minor review completed by supervisor.
- Work tasks involving the release of confidential information or data are completed with some discretion and independent judgment and within proper guidelines and procedures.

Impact

- Results of work tasks and activities are directly felt within the immediate work area, department and on the general public since program related information is intended for public use.
- Work activities impact equipment, information, material resources, and government image.
- Providing inaccurate information in response to client requests may cause errors for the client (i.e. wrong report retrieved, etc).
- Mistakes or error consequences are typically fixed upon discovery.
- Legislation, policies, and procedures are in place to minimize potential errors.

Development and Leadership of Others

- There is no supervision of staff.
- May be required to provide orientation and/or on-the-job training.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement for any special precautions or safety equipment.
- Typically some adverse environmental conditions such as glare from computer, noise from distractions in an open office environment.