



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

CITIZEN ASSISTANCE SPECIALIST

Job Number: 20001836

Job Code: 96230V230916

Job Group: 9600 - GENERAL ADMINISTRATION

Job Established: 08/01/1985

Job Revised: 09/16/2023

Grade: 15 Salary (MIN - MID):

\$24,863-\$37,295 - Hourly

\$4,040.24-\$6,060.44 - 37.5 Hr. Monthly Salary

\$4,309.60-\$6,464.48 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months, except as provided in KRS 18A.111.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Provides assistance to the public regarding complex issues and complaints about government services. Performs case reviews, research activities, special studies, and investigations concerning complaints; Identifies complaint trends and makes recommendations for correction; and issues corrective action plans to agencies; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE, TRAINING, OR SKILLS:

Must have three years of professional public relations or public service experience. One year of the required experience must be in a human services field or program.

Substitute EDUCATION for EXPERIENCE:

Master's degree in social work, sociology, psychology, nursing, public administration, health or related field supplemented by two years of professional public relations, or public service experience (one of which must have been in a human services field or program) will substitute for the required experience.

Substitute EXPERIENCE for EDUCATION:

Professional experience in directly administering employment and training programs, unemployment insurance, social services, social insurance or health services programs will substitute for the required education on a year-for-year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Receives and answers questions from the public regarding government agency programs available to address particular problems. Investigates complaints from the public regarding the provision of governmental services or the treatment received from governmental employees. Elicits information from complainant, employee, and managers concerning specific incidents. Attempts to resolve problems where possible or forwards detailed reports to superiors where necessary. Issues corrective action plans. Identifies trends in service complaints and makes recommendations to management for improvement in service delivery. Reviews program materials to stay abreast of program availability. Prepares simple demographic data on the types of calls received. Educates the public regarding statutes, regulations, and policies. Recommends policy and procedural changes when specific problems caused by current procedures are identified. Attends staff meetings, seminars, and other types of informational gatherings to keep abreast of program requirements and policy changes. Prepares and presents reports to supervisory staff concerning deficiencies in the delivery of governmental services in assigned Department or Departmental segment. Analyzes basis for client contact with the office to assess the implications for the client and state government. Research government policy and regulations as related to their specific Department. Prepares recommendations for alleviating programmatic deficiencies in their Department. Informs Complaint Review staff of new developments in their area. Research legislation and regulations as related to their Department.

UNIQUE PHYSICAL REQUIREMENTS:

Any unique physical requirements necessary to perform the duties of a specific position will be listed on the individual position description, if applicable.

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title primarily perform duties in an office setting. Minimal travel may be required.

ADDITIONAL REQUIREMENTS:

Upon employment, employees in this job classification may be required to maintain a valid driver's license and may be required to drive a licensed vehicle. This status may be necessary for the length of time in this job classification. If this is necessary, it will be listed in the specific position description for the position at issue. Applicants and employees in this job classification may be required to submit to a drug- screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

The Commonwealth of Kentucky does not discriminate on the basis of race, color, sex, disability, age, national origin, religion, sexual orientation, gender identity or expression, pregnancy or related medical condition, marital or familial status, ancestry, political affiliation, genetic information, or veteran status in accordance with state and federal laws.