INFORMATION AIDE

GENERAL STATEMENT OF DUTIES: Disseminates information about the Town and surrounding area; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This is public contact and clerical work involving the dissemination of a broad range of information about the Town of Webb primarily concerning recreation, tourism or potential development. Incumbents answer questions in person, by telephone and by mail. The position requires an intimate knowledge of the local area. The work is performed under the general direction of the Publicity Director with a considerable degree of freedom from immediate supervision allowed after an initial break-in period.

EXAMPLES OF WORK: (Illustrative only)

- Occupies an information desk to disseminate information to the public;
- Assists tourists, developers and others in finding appropriate public or private agencies or individuals to answer questions or provide services;
- Maintains files of news clippings, photographs, mailing lists, press releases, brochures and other public relations materials;
- Gathers information on tourist attractions, local businesses and local attractions;
- Prepares, distributes, collects and tabulates questionnaires and opinion surveys;
- Sells snowmobile trail permits and informs purchasers about regulations and layout of trails;
- Keeps a calendar of local events and updates accomodations charts;
- Operates a variety of simple office machines;
- Performs a variety of office tasks including occasional typing of a simple nature, not requiring a skilled typist.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: Thorough knowledge of local geography, social and economic conditions and tourist attractions; working knowledge of modern office practices and procedures; ability to deal courteously and effectively with the public; ability to understand and find answers for a variety of questions from the public; ability to sort, catagorize, file and retrieve informational materials; courtesy; neat appearance; physical condition suitable to the demands of the position.

ACCEPTABLE EXPERIENCE AND TRAINING: Graduation from high school and one year of experience in direct public contact work; or an equivalent combination of training and experience.

NOTE: When the position requires the operation of a motor vehicle, candidates must possess an appropriate level New York State driver´s license at time of appointment.