

DIRECTOR - COUNTY INFORMATION CENTER

GENERAL STATEMENT OF DUTIES: Directs and supervises the programs and operation of the County Information Center; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this class is responsible for planning, developing and operating a public information program for the County by means of the development of an information data bank in order to respond to complaints and inquiries from the general public. Work also involves the recruitment, training and supervision of volunteers. Supervision is also exercised over a small number of paid staff members.

EXAMPLES OF WORK: (Illustrative Only)

Recruits, trains, schedules, coordinates, and supervises volunteers in the operation of the Westchester County Information Center;

Supervises the collection of data by the County Information Center and maintains a comprehensive information data bank for the appropriate referral or response to inquiries by the general public on services provided by the County and by other agencies located in the County;

Supervises employees in the operation of the County Information Center;

Acts as liaison between the County Information Center, the various County departments, and public/private agencies to insure that information is up to date, comprehensive and accurate;

Provides direction and assistance in compiling and updating reference material;

Provides direction in the issuance of official passes and identification cards;

Performs special assignments as directed by the County Executive.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of administrative techniques and supervision; good knowledge of the principles of information gathering and dispersal; ability to supervise the work of employees and volunteers; good knowledge of community relations; ability to deal effectively with the public; ability to communicate effectively both orally and in writing; initiative; tact; physical condition commensurate with the requirement of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school diploma and either (a) Graduation from a recognized college or university with a Bachelor's Degree*, and three years administrative experience in a public agency, one of which was at the supervisory level; (b) satisfactory completion of 30 credits toward a Master's Degree* may be substituted for each year of the above stated experience; or (c) seven years of administrative experience, three of which were at a supervisory level.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.