

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Information Assistant

Class Code: 11710

Pay Grade: GE

A. Purpose:

Assists in preparing information for printing or electronic dissemination; and coordinates printing and distribution to ensure informational materials are released by required deadlines.

B. Distinguishing Feature:

Information Assistants provide administrative support in the development and distribution of informational materials and products.

Information Specialists develop informational communications within professional standards, established department guidelines, and under direct supervisory review.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Prepares layouts for brochures, fliers, and other materials to assist in developing informational products.
 - a. Sets up page orientation such as margins, font types and sizes, columns, etc.
 - b. Organizes and arranges tables and other graphics.
 - c. Does electronic paste-ups of text and graphics using predetermined layouts or designs.
 - d. Converts files prepared in various software into formats compatible with desktop publishing software.
 - e. Schedules products for printing and distribution and relays instructions to printers on quantity and quality of printed materials.

2. Prepares for publication and distributes informational products such as press and other media releases, newsletters, manuscripts, programs, etc., to assist program staff.
 - a. Proofreads documents to verify correct use of English, accuracy of information, and readability.
 - b. Determines format, types, and proofreads materials generated by others.
 - c. Sends documents to radio, television, newspapers, and other media outlets, via fax, E-mail, and paper.
 - d. Converts documents to compatible software and appropriate formats for inclusion on internet pages.
 - e. Operates and maintains peripheral equipment such as scanner, digital camera, slide maker, etc.
 - i. scans photos and text into computer using a scanner.
 - ii. transfers photos from digital camera to film for processing.
 - iii. transfers pictures and text from disks to film for processing.
 - iv. uses software to adjust pictures for size.
 - f. Compiles information to be included in newsletters and sends newsletters to designated recipients.
 - g. Maintains databases of mailing addresses and creates mailing labels for distribution of publications.

3. Provides administrative support for information program staff to assist in meeting the goals and deadlines of the work unit.
 - a. Researches and compiles information to assist staff members to prepare presentations and training materials.
 - b. Responds to routine requests for information by researching available data and resources, and providing an appropriate response via letter or E-mail.
 - c. Answers phones and refers calls, types correspondence and other material, processes mail, monitors office equipment, maintains filing systems, etc.
4. Performs other work as assigned.

D. Reporting Relationships:

Reports to a program manager. Does not supervise.

E. Challenges and Problems:

Challenged to include necessary information within available space and in a clear and appealing format. This is challenging because text may come in a variety of formats which must be converted to achieve consistency and compatibility. Further challenged to complete assigned projects within deadlines. This is difficult because of multiple projects with overlapping deadlines, interruptions, and incomplete information.

Problems include inserting or removing items from materials at the last minute; and finding time for extensive proofreading to ensure information is accurate, correct English is used, and information is easily read.

F. Decision-making Authority:

Decisions include page orientation, type and size of fonts, and types of graphics used in brochures, fliers, and other materials; how to convert files to make them compatible for internet use; how to use existing text and graphics to prepare paste-ups; answers to routine requests for information; priority of daily work based on deadlines and supervisory requirements; and recommendations for how much printed material to keep in inventory.

Decisions referred include whether layouts of materials are appropriate and right for the intended audience, which software to use, information to be included and whether it is correct and appropriate, deadlines for projects, and methods of distribution; whether information is posted to the internet; answers to requests for information that need to be customized to meet the requestors' needs; who should be on mailing lists and what materials they should receive; resolutions of conflicts over work priorities; and timing for release of informational products.

G. Contact with Others:

Daily contact with supervisor and other professional staff regarding their informational materials; with personnel who provide information to be included in newsletters and publications; and with the public to answer requests for information; and weekly contact with printers to coordinate production of informational materials.

H. Working Conditions:

Works in a typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- word processing, spreadsheet, and desktop publishing software;
- computer processes related to internet and web site maintenance;
- English, grammar, spelling, and punctuation;
- media and journalistic practices and procedures;
- printing and distribution processes.

Ability to:

- write, proofread, and edit copy;
- work under the pressure of deadlines;
- manage time and meet deadlines while balancing several tasks at once;
- establish and maintain effective working relationships;
- communicate information concisely and effectively.