

PART II	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	1.926
	STATE OF HAWAII	1.927
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Minimum Qualification Specifications
for the Classes:

VISITOR INFORMATION PROGRAM ASSISTANT I, II & III
(VISITOR INFO PRGM ASST I, II & III)

Prerequisite Knowledge and Abilities Required

1. Applicants for Visitor Information Program Assistant I, II and III must possess the following knowledge and abilities:

Knowledge of: Spoken English, grammar and word usage.

Ability to: Deal courteously and tactfully with the traveling public and others; speak clearly and pleasantly; maintain prescribed standards of grooming and personal conduct; keep simple records; and read, understand and follow oral and written instructions; and understand and apply pertinent departmental and program regulations, policies and procedures.

2. In addition to the knowledge and abilities specified above, applicants for Visitor Information Program Assistant II must have knowledge of and be able to speak a designated foreign language clearly.
3. In addition to the knowledge and abilities specified in Item 1 above, applicants for Visitor Information Program Assistant III must have the ability to plan, assign and review the work of others and train and develop new employees.

Experience Requirements

Basic Experience Requirement: Applicants for all levels must possess experience which demonstrated the ability to read, understand and follow oral and written instructions, and a high degree of verbal skill. This experience may be met from part-time and/or unpaid work. However, there must be evidence that participation was on a continuous basis, but not necessarily on a full-time normal work basis. This requirement may also be met by possession of a high school diploma, or equivalent.

In addition to the Basic Experience Requirement, applicants must have progressively responsible experience of the kind and quality described below and in the amounts shown in the following table, or any equivalent combination of training and experience.

Class Title	General Experience (years)	Supervisory Experience (years)	Total Experience (years)
Visitor Info Prgm Asst I	1	0	1
Visitor Info Prgm Asst II	1	0	1
Visitor Info Prgm Asst III	2	**	2

General Experience: Work experience which demonstrated positive evidence that applicants possess patience, tact, and an even temper in meeting and dealing with others. Examples of desirable experience may include, but are not limited to, experience providing hospitality or customer service catering to the traveling public.

Special Language Requirement: For Visitor Information Program Assistant II, in order to be considered for appointment and to enter on duty, applicants must possess knowledge of and ability to speak a foreign language in addition to the English language.

Supervisory Experience: **Applicants for Visitor Information Program Assistant III must possess supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision; e.g., by serving as a group or team leader; or in similar work in which opportunities for demonstrating supervisory capabilities exist; or by completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Substitutions Allowed

Successful completion of coursework from an accredited college or university may be substituted for the General Experience on the basis of fifteen (15) semester credit hours of coursework for six (6) months of General Experience, provided the coursework included at least three (3) semester credit hours of coursework in psychology, sociology, social work, or other behavioral science.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

License Required

Applicants must possess a valid license to drive in the State of Hawaii.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

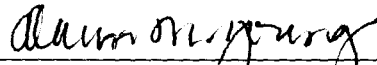
Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the minimum qualification specification for the classes Visitor Information Program Assistant I, II & III, which were approved on November 16, 1987.

DATE APPROVED: 3/27/2012



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