

CONSTITUENT SERVICES AIDE

Code No. 3-05-263

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a staff support position in a Town, responsible for fielding constituent inquiries specifically regarding licenses and permits issued by the Town, as well as complaints and general questions. Work involves composing correspondence and reports and includes direct interaction with the public. The employee reports directly to and works under the general supervision of the Director of Constituent Services. Staff supervision is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Responds to inquiries from constituents regarding licenses (marriage, animal, hunting/fishing), handicap parking permits, general building permits, real property assessments, and related issues;

Works with constituents in person to triage complaints, provide or research solutions and reduce complaints to the smallest denominator;

Maintains and updates a database of constituent complaints;

Takes park shelter reservations, maintains and updates reservation database;

Researches, composes, and produces proclamations and recognition letters to constituents;

Arranges and conducts public tours of town facilities;

Performs other general clerical duties such as typing, filing, and copying.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and practices of constituent services for a town; good knowledge of the regulations, rules, laws and policies governing issuing permits and licenses; good knowledge of office practices, terminology, procedures, and equipments; good knowledge of business arithmetic and English; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships; ability to speak before large groups; ability to interact with members of the public of all ages; ability to operate a variety of office machines including, but not limited to: computer terminal, typewriter, and calculator; ability to maintain, update and manipulate a database; tact; courtesy; good judgment; physical condition commensurate with the duties.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma plus two (2) years paid full time or its part time equivalent experience involving customer service.

SPECIAL REQUIREMENTS:

If you are appointed, you will be required to possess a valid license to operate a vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

Depending upon assignment, candidates for employment in Monroe County Government are required to pass a pre-employment drug test.

NOTE: For the purposes of these minimum qualifications, customer service must involve assisting clients/customers resolve problems with merchandise or service issues other than cashiering or sales.

ADOPTED: December 8, 2005