

CONSTITUENT SERVICES COORDINATOR

Code No: 3-05-216
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for coordinating strategies for communicating government policy. Duties involve tracking public interest and concern regarding activities, programs, and services and developing various forms of communication including scripts and speeches for administrators. The employee reports directly to, and works under the general supervision of the Town Supervisor, Assistant to the Town Supervisor or other higher level staff member. Does related work as required.

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

Assists the Town Supervisor in developing strategies for communicating town policy and positions on various issues involving town government;

Creates correspondence, memos and reports on behalf of the Town Supervisor;

Drafts press releases, descriptive brochures, scripts and speeches for the Town Supervisor;

Receives from the Town Supervisor issues of concern from individual town residents, contacts appropriate town staff to gather information, coordinates resolutions, and writes correspondence to constituents;

Assists the Town Supervisor at public activities to keep the public informed of town issues, services, and programs;

Acts as liaison with local officials and municipalities to assist with and respond to needs of town constituents;

Maintains records of activities to assist in determining public interest and concern in town activities, programs, and services;

Assists in developing and implementing special events and programs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of practices, skills, and techniques used in drafting press releases and descriptive brochures for a municipality; good knowledge of communication strategies used for government policy; organizational ability; ability to develop and implement events and programs; ability to maintain records; ability to coordinate and gather information to address public and government issues and concerns; ability to establish and maintain effective working relationships; ability to communicate effectively orally and in writing; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree, plus one (1) year paid full-time or its part-time equivalent professional* experience in a municipal setting involving constituent services, public relations, or preparation of written material for public dissemination; OR,

- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree, plus two (2) years of paid full-time or its part-time experience as defined in (A) above; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with a Master's degree in Public Administration; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A), (B), and (C) above.

*Professional experience, for the purposes of these minimum qualifications, does not include secretarial, receptionist or clerical work.

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

ADOPTED: June 8, 2000
REVISED: March 9, 2006
REVISED: October 5, 2006
REVISED: March 9, 2017