

DIRECTOR OF CONSTITUENT SERVICES

Code No: 3-18-385

Exempt

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory management position responsible for administering, managing, and supervising the Department of Constituent Services in a Town. The employee reports directly to and works under the general supervision of the Town Supervisor. General supervision is exercised over constituent services positions and a clerical staff. 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.)

Supervises the compilation and analysis of constituent data concerning requests for services, concerns, priorities, and expectations;

Utilizes compiled information to assist the Town Supervisor in developing Town management priorities, budget objectives, and policies;

Develops strategies for communicating Town policy and positions on issues involving Town government;

Supervises the preparation of and reviews all press releases, scripts and speeches for the Town Supervisor;

Serves as the Town spokesperson on behalf of the Supervisor, in addressing the media and community groups;

Supervises the processing of concerns or complaints regarding Town government until they are resolved;

Serves as the liaison between the Supervisor and Town departments for the purpose of appropriate follow-up and response to requests for service;

Supervises the operation of the centralized phone system as a point of coordinating and analyzing requests for service, distributing responses from the Town Supervisor.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the practices and techniques used in the development of communication strategies; thorough knowledge of communication strategies used for town government policy; thorough knowledge of Town budget objectives; organizational skills; supervisory ability; ability to manage the processing of town constituent concerns and complaints; ability to address the media and community groups; ability to analyze and prioritize data; ability to establish and maintain effective working relationships; ability to communicate effectively both orally and in writing; tact; courtesy; good judgment; physical condition commensurate with the demands of the position.

ADOPTED: February 7, 2002

Approved Exempt for the Town of Greece by State Civil Service Commission action on April 11, 2005