

## **CONSTITUENT SERVICES ASSISTANT (TOWN) (FRENCH/CREOLE-SPEAKING)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is administrative work of a moderately complex nature involving responsibility for providing a variety of support services to an elected official of the Town such as the Town Supervisor or the Town Council members (depending on area of assignment). The incumbent acts as the officials' representative to the community at large and will primarily focus on resolving constituent issues, ensuring residents needs are met, assuring effective operation of town services and promoting effective community relations. The work is distinguished from that of a Constituent Services Assistant (Town) in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in French/Creole at the fluency level indicated below in the Note. The work is performed under direct supervision of the Town Supervisor or Town Council members, and work guidance (e.g. lead work) may be provided to others. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Assists Town Supervisor or individual Town Council members in all aspects of the conduct of their duties including but not limited to communication with constituents, advocacy of issues, research, etc.;

Communicates priority matters to Town Supervisor and staff or individual Town Council members and assists in determining matters which require a response or immediate action;

Maintains a record of formal matters being considered by the Town Board for individual council members or for Town Supervisor;

Reviews and makes recommendations on resolutions, local laws, referrals and other matters to be considered by the Town Board;

Reviews pending board and commission agendas and proposed legislation with individual council members or Town Supervisor in order to schedule their attendance and convey their input;

Attends meetings or functions (e.g. boards and commissions, governmental or constituent meetings and hearings);

Conducts research for individual council members or Town Supervisor on a wide variety of issues;

Acts as a liaison with State, Federal and local agencies and governmental officials that share similar governmental concerns or objectives and reports to council members or Town Supervisor as requested;

Schedules meetings for constituents;

Schedules individual council member's or Town Supervisor's attendance at governmental, civic and community functions;

Establishes a calendar of events for individual council members or Town Supervisor and assists them in prioritizing and determining attendance;

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Reviews and prioritizes all constituent and department mail;  
Conducts and coordinates all phases of an assigned project or program as requested;  
Communicates directly with constituents either in person or by telephone to address, investigate and amplify their concerns and to prioritize response to constituent information, suggestions or complaints and also to determine what action is necessary to address problems or issues raised;  
Drafts notices and correspondence for typing and mailing as directed.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of town government and its operation; good knowledge of the principles and practices of public administration; ability to represent the best interests of town government by acting as liaison between constituents and elected officials; ability to perform legal research and analysis; ability to evaluate programs and policies; ability to prepare a variety of reports and memoranda; ability to use computer applications or other automated systems in the performance of work assignments; ability to communicate effectively, both orally and in writing; ability to read, speak and understand colloquial French/Creole; ability to establish and maintain cooperative relations with others; ability to prepare correspondence and reports from general instructions.

**MINIMUM QUALIFICATIONS:** To be determined by the appointing authority.

**NOTE:** Incumbents are expected to possess a Level II proficiency in French/Creole (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.