

CONSTITUENT SERVICES ASSISTANT (VILLAGE)

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 Village such as the Mayor or the Village Board 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 village services and promoting effective community relations. The work is performed under direct supervision of the Mayor or Village Board members, and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists Mayor or individual Village Board 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 Mayor and staff or individual Village Board members and assists in determining matters which require a response or immediate action;

Maintains a record of formal matters being considered by the Village Board for individual board members or for Mayor;

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

Reviews pending board and commission agendas and proposed legislation with individual Board members or Mayor 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 board members or Mayor 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 board members or Mayor as requested;

Schedules meetings for constituents;

Schedules individual board member's or Mayor's attendance at governmental, civic and community functions;

Establishes a calendar of events for individual board members or Mayor and assists them in prioritizing and determining attendance;

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.

(over)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of village government and its operation; good knowledge of the principles and practices of public administration; ability to represent the best interests of village 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 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.