

TOWN OF HAMDEN
Constituent Services Specialist
Confidential Position

Unclassified / Non-Competitive
Department: Mayor's Office

Non-bargaining Unit
Salary: DOQ

Position Overview:

Manages and develops communications through the Constituent Services Program and assists specific departments by responding to phone inquiries and requests. Works under the Legislative and Constituent Services Director to implement and improve the quality of customer service offered and communications strategies pertaining to services provided to stake-holders, official activities and public concerns. The position entails working with confidential, urgent and sensitive matters.

Supervision Received:

Reports to and receives direction from the Director of Legislative and Constituent Services and the Mayor's Chief of Staff.

Examples of Essential Job Duties:

- Provides professional, respectful, courteous, and friendly reception to residents, vendors, customers, Town employees, and Town leadership by maintaining responsibility for Constituent Services Center office located at the Main entrance of the Government Center Building.
- Provides assistance with ongoing communication with the Town residents and constituents in screening and responding to all incoming electronic requests using independent judgment to determine priorities.
- Inputs complaints and inquiries into new detailed database that will maintain a record of issues reported and the Town's efficiency in response.
- Additional responsibilities include providing telephone support to Department's that has high volume of complaints and inquiries, as determined by the Mayor's Office.
- Works with Department Heads to provide appropriate responses to constituent needs to provide specific information to residents about application filing procedures and deadlines.
- Assists with delivering required information on important issues directly to Town residents, businesses and other community stakeholders as identified by the Mayor and the Director of Legislative and Constituent Services.
- Provides assistance and backup to the Research and Information Officer with updates of the Town's website, public constituent transparency initiatives and social media.

Knowledge, Skills and Abilities:

- Communicate clearly and concisely both orally and in writing; interact tactfully and effectively with those encountered in the course of work; establish and maintain effective working relationships with Town leadership and the public.
- Demonstrates high proficiency in all aspects of customer service delivery.
- Ability to conduct research as appropriate, write reports and create professional handouts for distribution.
- Exercise sound judgment in making decisions; problem-solve, coordinate, and carry out special and general assignments with minimal direct supervision.
- Ability to multi-task and work under pressure with tight deadlines.

- Requires high level of proficiency in use of Microsoft Office suite, including Word, Excel, PowerPoint, Publisher, or related software programs and operate office machines such as facsimile and copy machines.

Minimum Qualifications Required:

Bachelor's degree in English, Communications or Political Science or related field from an accredited college or university is preferred, or 2-3 years of experience in a high volume customer service environment.

Physical Mental Exertion/Environmental Conditions: Works in office setting subject to continuous interruptions and background noise. Includes exposure to computer screens on a daily basis. May be required to lift and move light to medium weights, for example, manuals, files, office supplies, etc. Must be able to work under stress from demanding deadlines and changing priorities and conditions. The work requires interacting with sometimes emotionally upset persons that requires calmness and inner-strength under extraordinary conditions.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Approved by the Civil Service Commission: July 6, 2015