

CONSTITUENT SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The incumbent aids the Mayor's Office in developing and maintaining prompt and informative communications between the community and the City of Albany. The work requires a mature, friendly, and motivated individual who represents the City well, is knowledgeable about Albany and its available resources, and can facilitate constituent issue resolution and routine problem-solving with good judgment. The duties are performed with supervision of the Constituent Services & Correspondence Liaison and the assignments require usage of the telephone and computer, as well as interfacing in-person with the public within the Mayor's Office and at community events. Communications are routine in nature and a call reference list is available for determining resource agencies. Supervision over others is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Answers phone calls and in-person requests fielded by the Mayor's Office;
- Screens all incoming external and internal correspondence and works closely with the Department of Neighborhood and Community Services to resolve constituent matters;
- Reviews received constituent correspondence received in the Mayor's Office via physical mail and email, and drafts constituent correspondence for the Mayor;
- Drafts proclamations, congratulatory letters, certificates of recognition, and other acknowledgements;
- Completes topic-specific research as needed;
- Compiles daily press clips;
- Staffs Mayor at community events as needed (occasional evening and weekend coverage may be required);
- Completes office supply procurement and credit card reconciliation;
- Assists and supports Mayor's Office staff during events and other public ceremonies;
- Organizes and completes intra-office filing;
- Compiles daily press clips;
- Sorts incoming mail daily;
- Enters and retrieves information in an automated information database;
- Problem solve both independently and as part of a team;
- Completes other duties as assigned;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES, AND PERSONAL CHARACTERISTICS:

- Ability to read and write at a high level and use the telephone and other communication equipment;
- Ability to speak clearly and concisely to effectively communicate information to residents, support agency representatives, and the general public;
- Thorough knowledge of the City of Albany and the numerous area resources, events, geographical locations;
- Computer skills including Microsoft Suite and Email;
- Ability to represent the City of Albany well;
- Friendliness, Maturity, Discretion, Organization, Confidence, Promptness, Good Judgement;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered college or university or one accredited by NYS Board of Regents to grant degrees with an Associate's Degree and two (2) years of experience in public contact work