



Kathy M. Sheehan  
Mayor

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Office of Human Resources

Albany City Hall  
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## Notice of Job Opening

**Position:** Constituent Services Manager

Applicants must meet the requirements outlined in the enclosed job description.

\* PLEASE NOTE that this position is pending Municipal and New York State Civil Service Classification into the Exempt Class. An individual who meets the minimum qualifications as stated in the job description may fill this position on a provisional basis.

\*\* Effective immediately, **all new hires must be vaccinated against the COVID-19 virus**, unless they have been granted an exemption for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless an exemption is received and approved by the Office of Human Resources.

**Department:** Mayor’s Office

**Number of Vacancies to be filled:** 1

**Rate of Pay:** \$47,300- \$71,000 Annually  
Commensurate with qualifications and experience

**Schedule:** 37.5 hours/week

**Application Deadline:** **Until Filled**

All applicants must submit an application online via [jobs.albanyny.gov](http://jobs.albanyny.gov) to be considered for the job opening.

**Residency Requirement:** YES

Per City Code § 62-1, all individuals hired by the City of Albany municipal government must be or become residents of the City of Albany within 180 days of hire. Failure to move into the City shall be deemed a voluntary resignation.

**The City of Albany is an Equal Opportunity /Affirmative Action Employer.**

**Posted on Thursday December 1, 2022.**

## **CONSTITUENT SERVICES MANAGER**

**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 general supervision 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. Individual is also responsible for supervising the Constituent Services Assistant.

**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;
- Receives requests for, drafts, and prepares proclamations, congratulatory letters, certificates of recognition, and other Mayoral acknowledgements;
- Provides research assistance on topics related to constituent concerns as needed;
- Works with various departments to support and execute Street Renaming ceremonies;
- 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;
- Problem solves 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.
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**MINIMUM QUALIFICATIONS:**

Three (3) years of experience in customer service/public communications work, including one (1) year of experience supervising others.