

COMMUNITY RELATIONS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This individual is primarily responsible for the day to day coordination of citizen complaints & requests tracking system to insure that citizen requests are addressed in a timely and appropriate manner. The individual coordinates the processing of requests received by the departmental Customer Service unit, city's website, "See, Click, Fix" elected officials, neighborhood and civic groups as well as those received via US Mail. Work is performed under the general direction of Commissioner. Supervision is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Acts as a clearing house for all complaints received through the city's website, "See, Click, Fix" and calls received through the Customer Service Unit;
- Serves as primary liaison for complaints and requests from elected officials, neighborhood and civic groups
- Responsible for follow-up communications with the requester when applicable;
- Responsible for drafting all official correspondence regarding complaints and requests, under the direction from Commissioner;
- Assists with dispatching of citizen requests/ work orders to appropriate supervisors, work crews, or other City departments;
- Monitors and tracks status of requests and complaints in order to maximize the department responsiveness and performance regarding citizen requests;
- Provides feedback and information as needed to the public regarding programs and services provided by the department;
- Assists with the development of informational literature and brochures;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:

- Good knowledge of personal computers and office equipment;
- Good knowledge of word processing programs and databases;
- Ability to read and write reports;
- Ability to use multi-line telephones, portable radios, etc.;
- Ability to communicate clearly and effectively with citizens and City employees, both orally and in written form;
- Ability to compose written correspondence with proper business format;
- Ability to communicate with the public using composure, tact and courtesy under adverse circumstances;

- Ability to establish and maintain satisfactory relations with others;
- Ability to secure the cooperation of others;
- Good judgment;
- Initiative;
- Resourcefulness;
- Tact and courtesy;
- 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 the New York State Board of Regents to grant degrees with a Bachelor's degree (or higher); **OR**
- B. Graduation from a regionally accredited or New York State registered college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree and two (2) years progressively responsible experience in communications, public relations or governmental administration; **OR**
- C. Any equivalent combination of education, training and experience as defined by the limits of (A) and (B) above.

Revised:
3/25/15 (Prev. title – Community Service Coordinator)