CONSTITUENT SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The incumbent provides assistance to the Mayor’s Office in developing and maintaining communications and support rapport between the community and the City of Albany. The work requires a mature, friendly individual who represents the City well and who is knowledgeable about Albany and the numerous resources and events and is capable of handling routine situations with good judgment. The duties are performed with general supervision and the assignments require usage of the telephone and good public relations. 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)
- Provides friendly greeting and general information to the public;
- Answers and screen phone calls to the Mayor’s Office;
- Aids and facilitates constituent issue resolution;
- Drafts constituent correspondence for the Mayor;
- Researches various policy areas as needed and develop understanding of municipal government principles and procedures;
- Drafts quotes and talking points for press releases and media events;
- Compiles daily press clips;
- Organizes and completes intra-office filing;
- Completes other duties as assigned;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES, AND PERSONAL CHARACTERISTICS:
- Thorough knowledge of the City of Albany and the numerous area resources, events, geographical locations;
- Ability to read and write and use the telephone or other communication equipment;
- Ability to speak clearly and effectively handle the communication of information to residents, support agency representatives, and the general public;
- Ability to represent the City of Albany well;
- Maturity;
- Friendliness;
- Good judgement;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:
Two (2) years of experience in public contact work