

MAJOR FUNCTION

This is responsible professional public contact work developing and implementing programs that enhance customer service practices with City government. Advocates for citizens by responding to inquiries, complaints, and requests received directly from citizens and through referrals of citizens, from the City Commission, City Manager, and other officials (including County and State), and City departments. Works directly with departments and divisions within the City to resolve citizen complaints by evaluating internal operations, policies and procedures and recommending appropriate course of action. Serves as a conduit for the resolution of complaints and concerns of general governmental and utility service inquiries from the public and from those persons referred from or through direct contact with the City Commission, City Manager, other officials, and departments. An employee in this position must exercise considerable independent judgment. Work is performed under the general direction of the Assistant to the City Manager who reviews the work through observations, conferences, reports and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Facilitates the resolution of citizen concerns related to city issues. Provides assistance to the City Manager, City Commission, and other officials. Serves as an advocate for citizens in resolving government related inquiries and concerns received via phone, mail, email, and walk-in clients. Coordinates resolutions to issues that involve more than one department, offering assistance that will meet the needs of the citizens and will be within the capabilities of the department. Under the direction of the Assistant to the City Manager, may inform department directors, Assistant City Managers, and the City Manager of potential or ongoing problems or procedural issues which may impact service levels, suggesting solutions determined by researching and developing information based upon previous inquiries or complaints received. Coordinates timely resolution of citizens' inquiries or concerns with departments, and with other public and social service agencies. Makes site visits as necessary to accurately assess, and assist in resolving citizens' concerns or complaints. May promote the availability and scope of the City's services through presentations to civic groups, and the public. Researches and prepares reports and correspondence to officials and staff as requested. Prepares staff reports and position papers as assigned. Identifies opportunities in current training classes to teach customer service. Assists other departments with customer service efforts by serving on committees, attending public meetings, etc. Implements customer service initiatives, such as Secret Shopper. Conducts informational tours of City Hall. Serves on Emergency Management Team and helps coordinate emergency planning for the City Manager's office. Performs related work as required.

Other Important Duties

Assists with general operation of the City Manager's office, when needed. Represents the City and the City Manager with community and civic groups. Provides special project management as requested, and all other duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the City's organization, and its functions, services, ordinances, policies and procedures. Considerable knowledge of the sources of information related to the various areas and functions of public administration. Considerable knowledge of modern office practices as they apply to procedures within public service offices. Ability to deal tactfully and effectively with the general public, City officials, department directors, staff of the City Manager's Office, staff of the Commission Office, and subordinates. Ability to write clear and concise reports, memoranda, directives, and letters. Ability to exercise independent judgment. Ability to resolve complex problems

in accordance with ordinances, rules, and departmental policies while identifying creative ways to achieve positive or acceptable outcomes for all involved. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to speak well in public. Ability to ascertain facts from personal contact, observation, and examination of records. Ability to assign and review the work of subordinates and provide instructions in a manner conducive to improved performance and high morale. Skill in the use of microcomputers, including maintaining tracking and records of customer concerns, and the associated programs and applications that are necessary to successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, marketing, behavioral or social sciences, or a related field and three years of administrative experience or experience handling and/or resolving customer concerns; or an equivalent combination of training and experience.

Necessary Special Requirement

(At the department director's discretion, the noted license may not be required). Must possess a valid Class E State driver's license at the time of appointment.

Established: 02-27-91

Revised: 01-30-92

04-12-95

04-19-95

04-13-04*

11-07-09