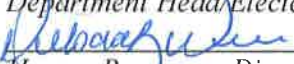


**DOÑA ANA COUNTY
JOB DESCRIPTION**

POSITION TITLE:	Community & Constituent Services Manager	PAY GRADE:	C41
DEPARTMENT:	County Manager	FLSA:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
REPORTS TO:	County Manager	LEAD:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
BARGAINING UNIT:	N/A	SUPERVISOR:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
APPROVED:	 <hr/> Department Head/Elected Official	2 Mar 15 <hr/> Date	
	 <hr/> Human Resources Director	2/23/15 <hr/> Date	

I. PURPOSE SUMMARY. Responsible for oversight of the community and constituent services team which is charged with providing a superior experience for team members, County Commissioners, Department Directors, residents and employees with confidentiality (where necessary), professionalism, integrity and the highest quality of service. In its constituent services role, the Unit is responsible for in-processing and managing resolution of complaints. Also, oversees community outreach.

II. ESSENTIAL DUTIES.

- Assist in managing in-person inquiries for service and information. Managing telephone inquiries as well as external and internal referrals for service and information.
- Review, stamp and organize constituent correspondence. Maintain physical correspondence filing system as well as digital tracking system.
- Participate in training either in-service and/or out of town on new systems, software and procedures on an as-needed basis.
- Work collaboratively with department directors, managers and elected officials in addressing constituent inquiries.
- Provide clear and informative communication when addressing community questions or concerns.
- Facilitates positive constituent interactions on behalf of the County Manager's Office and/or Doña Ana County.
- Functions as intake point for citizen inquiries including contact by phone, email, the County Website portal, walk-ins and referrals
- Maintains a customer response management database system to track, monitor and report on constituent and county responses for the County Manager and/or Members of the County Commission.
- Ensures timely communication and information flow between citizens and elected officials, informing both groups of responses and outcomes.
- Establishes relationships and works cooperatively with County elected officials, management staff, boards and the County Commissioners, employees, neighborhood and community leaders and the general public.
- Receive all hotline complaints on behalf of the County
 - Notify County Manager, Assistant County Manager and County Attorney of the complaint received
 - Recommend who should investigate the complaint and any issues or items to consider before initiating the investigation

- Skill in interpersonal relations are required to establish and maintain effective working relationships with elected and Doña Ana County officials, co-workers, community members and the general public.
- Ability to handle and respect confidential information
- Excellent communication (including written and oral) skills
- Ability to handle multiple assignments while being detail oriented and flexible
- Flexibility to work beyond regular core business hours as needed
- Proficiency in using MS Office Applications such as Word, Excel, PowerPoint, Publisher and Access if preferred but not required.
- Excellent interpersonal skills

2. **FREEDOM TO ACT.** The supervisor sets overall objectives and resources available. The employee and supervisor, in consultation, develop deadlines, projects, and work to be done. The employee is responsible for planning and carrying out the assignment, resolving most of the conflicts that arise, coordinating the work with others as necessary, and interpreting policy on own initiative, in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress and potentially controversial matters. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected.

3. **GUIDELINES AND JUDGMENT.** Guidelines are broadly stated and nonspecific; e.g., broad policy statements and basic legislation that require extensive interpretation. The employee must use judgment and ingenuity in interpreting the intent of the guides that do exist and in developing applications to specific areas of work. Frequently, the employee is recognized as a technical authority in the development and interpretation of guideline.

4. **PHYSICAL DEMANDS.**

The work is sedentary, typically requiring the employee to sit comfortably to do the work. There may be some walking, standing, bending, carrying of light items, or driving an automobile.

5. **WORK ENVIRONMENT.**

The work area is adequately lighted, heated, and ventilated, and involves everyday risks or discomforts that require normal safety precautions and safe work practices.

6. **SUPERVISORY RESPONSIBILITY.** Supervises complex clerical, administrative, and professional level work including setting goals and objectives.

V. **EMPLOYEE ACKNOWLEDGEMENT:**

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by: _____
Employee _____ *Date*